PRIVACY POLICY

1 INTRODUCTION

This website is operated by Katharine Ruth Knoetze (ABN 93 956 211 923) and Fiona Michelle Dann (ABN 58 162 538 546), each trading individually but jointly providing services under the business name “Sage Practice Clinical Psychology” (referred to in this privacy policy as ‘we’, ‘us’, or ‘our’). We refer to you, the user of our website, as “you”.

This document sets out our privacy policy when using this website. We take our privacy obligations seriously and we’ve created this privacy policy to explain how we store, maintain, use and disclose personal information.

By providing personal information to us, you consent to our storage, maintenance, use and disclosing of personal information in accordance with this privacy policy.

We may change this privacy policy from time to time by posting an updated copy on our website and we encourage you to check our website regularly to ensure that you are aware of our most current privacy policy.

2 TYPES OF PERSONAL INFORMATION WE COLLECT

The personal information we collect may include the following:

(a) name;

(b) email address;

(c) telephone number and other contact details;

(d) any other information provided by you to us via our website or our online presence, or otherwise required by us or provided by you.

3 HOW WE COLLECT PERSONAL INFORMATION

We may collect personal information either directly from you, or from third parties, including where you:

(a) contact us through our website;

(b) receive goods or services from us;

(c) communicate with us via email, telephone, or otherwise;

(d) interact with our website, services, content and advertising; and

We may also collect personal information from you when you use or access our website or our social media pages. This may be done through use of web analytics tools, or other similar tracking technologies that allow us to track and analyse your website usage.

4 USE OF YOUR PERSONAL INFORMATION

We collect and use personal information for the following purposes:

(a) to provide goods, services or information to you;

(b) for record keeping and administrative purposes;

(c) to provide information about you to our contractors, employees, consultants, agents or other third parties for the purpose of providing goods or services to you;

(d) to improve and optimise our service offering and customer experience;

(e) to comply with our legal obligations, resolve disputes or enforce our agreements with third parties;

(f) to send you marketing and promotional messages and other information that may be of interest to you and for the purpose of direct marketing (in accordance with the Spam Act). In this regard, we may use email, SMS, social media or mail to send you direct marketing

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communications. You can opt out of receiving marketing materials from us by using the opt-out facility provided (e.g. an unsubscribe link);

(g) to send you administrative messages, reminders, notices, updates, security alerts, and other information requested by you.

We may disclose your personal information to cloud-providers, contractors and other third parties located inside or outside of Australia. If we do so, we will take reasonable steps to ensure that any overseas recipient deals with such personal information in a manner consistent with how we deal with it.

5 SECURITY

We take reasonable steps to ensure your personal information is secure and protected from misuse or unauthorised access. Our information technology systems are password protected, and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal information.

6 LINKS

Our website may contain links to other websites. Those links are provided for convenience and may not remain current or be maintained. We are not responsible for the privacy practices of those linked websites and we suggest you review the privacy policies of those websites before using them.

7 REQUESTING ACCESS OR CORRECTING YOUR PERSONAL INFORMATION

If you wish to request access to the personal information we hold about you, please contact us using the contact details set out below including your name and contact details. We may need to verify your identity before providing you with your personal information. In some cases, we may be unable to provide you with access to all your personal information and where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe.

If you think that any personal information we hold about you is inaccurate, please contact us using the contact details set out below and we will take reasonable steps to ensure that it is corrected.

8 COMPLAINTS

If you wish to complain about how we handle your personal information held by us, please contact us using the details set out below including your name and contact details. We will investigate your complaint promptly and respond to you within a reasonable timeframe.

9 CONTACT US

For further information about our privacy policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Name: Dr Fiona Dann

Email: Fiona@sagepractice.com.au

Name: Katharine Knoetze

EMAIL: katharine@sagepractice.com.au

Our privacy policy was last updated on 9 July 2025.

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