



Privacy Policy 2025

The Equine & Animal Assisted Psychotherapy Institute (EAAPI) is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). This governs the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone numbers and case-notes or session-notes.

We collect your Personal Information for the primary purpose of providing our services to you, and providing information to our students and clients.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information in case-notes or session-notes is or will be stored in client files which will be kept by us for 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us. The Equine & Animal Assisted Psychotherapy Institute (EAAPI) will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

This policy applies to:

- all services provided by EAAPI to all Students, Clients or agencies,
- all consulting staff and any volunteers,
- all student and client information, whether written, verbal, or electronic.