

# PRIVACY POLICY

This privacy policy (hereinafter: 'Privacy Policy') deals with the protection of your privacy while you use our website which is hereinafter referred to as '*this or the product*' or '*this or our website*' and '**Mercy Counselling** which is located at <https://mercycounselling.com.au> and includes all its sub domains.

This website is owned and operated by: Mercy Bvirakare - Sole Trader  
(referred to in this privacy policy as 'I', 'we' or Mercy Counselling or 'www.mercycounselling.com.au')

I am committed to the protection of your privacy and use an SSL certificate to encrypt any data you provide on the website. However, links provided on our website may lead to other websites or applications for which this privacy policy does not apply. By using this website, you also agree to our website Terms of Use Policy.

## **WHAT TYPE OF IDENTIFIABLE AND CONTACT INFORMATION IS GATHERED?**

Certain information is gathered from users of our website, so this privacy policy explains how we use it and your rights in relation to it. Except as set out below, we do not share, sell or disclose your information to a third party any personal and identifiable information collected at this site.

There are many aspects of the site which can be viewed without providing personal information; however, for access our products or services, contact form or customer support features you may be required to submit personally identifiable information. This may include but not limited to first name, surname, email address, phone number, postal or residential address or perhaps a unique username and password, or provide sensitive information in the recovery of your lost password.

## **STORING INFORMATION**

We take the storage of your personal data serious. Basic identification such as your name, address, email address and contact details and payment method may be stored using our Customer Relationship Management (CRM) app for documenting transactions and for payment and refund purposes. Other third parties may include the use of apps such as a CRM or PayPal. Electronic, physical or digital security systems are used to keep your data safe from unauthorised access, destruction or disclosure.

## **MAKE SECURE ONLINE PAYMENTS**

E.g. When using PayPal, they have their own privacy policy and website data encryption to safely secure transactions. We only use PayPal on this website due to their secure checkout and no membership is required to carry out transactions with Credit cards, AMEX or Mastercard using PayPal. At the point of payment, you are taken to a secure page on the PayPal website. But it is not controlled by us. We do not have access to the credit card information you provide them.

## **WHY DO WE COLLECT THAT INFORMATION?**

To provide you with the services that you request, for verifying your identity and for marketing our products and services that enable us to carry out business. Class information may be used by third parties to provide information such as demographics or how a website is used on a page or service. E.g. Google Analytics and Google Search Console.

## **SHARING OF YOUR PERSONAL INFORMATION**

We may occasionally hire other companies to provide services on our behalf, including but not limited to handling customer support enquiries, processing transactions or customer freight shipping if and when required. Those companies will be permitted to obtain only the personal information they need to deliver the service. Mercy

Counselling takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information, including Zoom face to face counselling meetings. [Read Zoom's Privacy Policy on encryptions.](#)

## **USE OF YOUR PERSONAL INFORMATION**

For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at this site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future, we will use for these new purposes only, data collected from the time of the policy change forward will adhere to our updated practices.

We do not collect your private details to rent or sell to third party companies. We do not disclose your information to any person outside of Mercy Counselling without first obtaining your consent via email. We may however, have affiliate links leading to other websites for the purpose of selling their products and services for commission. Please read the privacy policy on their website to satisfy yourself before proceeding with any transactions.

We keep your records for a period of six years. We may use the information for tax purposes or to support a claim or defence in court.

## **COOKIES AND WEB BEACONS**

From time to time we may use cookies which are text files which store your preferences on your web browser. Cookies allow third parties such as Facebook and Google to cause our advertisements to appear on your social media and online media feeds as part of our retargeting campaigns. Your details or personal information can be stored in cookies and that information may be linked to the data stored in the cookie.

Web beacons may be used on our site from time to time. Web beacons known also as Clear GIFs, consist of small pieces of code monitor the visitor's behaviour and to collect data about the visitor's viewing of a web page. Beacons can count visitors to a page or deliver a cookie to the browser of a page visitor.

## **CHANGES TO THIS PRIVACY POLICY**

We reserve the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the site. However, feel free to contact me to discuss your reasons using the contact information provided at the bottom of this document. While I try, I'm sure that I cannot accommodate everyone. In which case, I'd really love feedback to help me improve my services.

## **USE OF SITE BY CHILDREN**

If you are under 18 years of age, you may use this site only with the consent of a parent or guardian.

## **REQUESTING YOUR PERSONAL INFORMATION**

You have the right to request your personal information. You also have the right to request for your information to be updated. Such changes may include, but are not limited to the change of address, phone number, marital status and name or email address. To make a request for any of the above contact us via the method provided at the bottom of our privacy policy.

## **CONTENT YOU PROVIDE ME**

If you provide me with information for the purpose of sharing it with others, to be viewed, copied or downloaded and/or to be used by other people, I have no control what others will do with that information. nor how they will use it. Therefore, I take no responsibility for the actions of others. It is up to you to learn about the privacy policies others hold and satisfy yourself thereof, prior to making these arrangements. E.g. Australia Post.

#### **DISCLOSURE TO GOVERNMENT & LAW**

We are subject to the law and may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

#### **AVAILABILITY OF OUR WEB SITE**

We will try to make our web site available but cannot guarantee that our web site will operate continuously or without interruptions or is error free and can accept no liability for its unavailability. You must not attempt to interfere with the proper working of our web site and, in particular, you must not attempt to circumvent security, tamper with, hack into, or otherwise disrupt any computer system, server, web site, router or any other internet connected device.

We reserve the right to alter, suspend or discontinue any aspect of our website or the content or services available through it, including your access to it. Unless explicitly stated, any new features including new content and/or the sale of new products and/or the release of new software tools or resources shall be subject to these terms and conditions.

We are committed to safeguarding the privacy of our users. We take your privacy very seriously and it is important to us that you can use and enjoy our website without having to compromise your privacy in any way. For more information, please see our privacy policy.

#### **CONTACTING MERCY COUNSELLING**

We welcome your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday.

#### **HOW TO CONTACT US**

If you have any questions or complaints about how we collect, use, disclose, manage or store your personal information, or would like to request access or changes to the information we hold, please contact us in writing at:

**[Mercycounselling1@gmail.com](mailto:Mercycounselling1@gmail.com)**