

# Payment Details Retention Policy



This policy outlines the procedures for retaining payment details, including credit card information, of clients in accordance with Australian laws and regulations.

1. **Retention of Payment Details:** Counsellors in private practice may retain payment details, including credit card information, of clients for the purpose of facilitating future payment transactions. This information will be kept confidential and secure, and only used for the purpose for which it was collected.
2. **Compliance with Laws:** This policy is compliant with the provisions of the Privacy Act 1988 (Cth) and the Australian Privacy Principles. The Counsellor must ensure that all payment information collected and stored is done so in a manner that complies with these laws and regulations.
3. **Secure Storage:** Payment details, including credit card information, will be stored securely in accordance with industry standards, and access to this information will be restricted to authorised personnel only.
4. **Client Consent:** Prior to retaining payment details, clients will be asked to provide their written consent for their payment information to be stored. This consent will be kept on the client's file and will be used as evidence of the client's agreement to have their payment information stored.
5. **Protection of Information:** The Counsellor must take all reasonable steps to protect the confidentiality and security of payment information and must take immediate action in the event of a breach or unauthorised access to this information.
6. **Destruction of Information:** Upon request, payment information, including credit card information, will be promptly destroyed in a secure manner.

Note: This policy is subject to change, and the Counsellor will provide clients with reasonable notice of any changes to the policy. Clients have the right to request that their payment information not be stored, and the Counsellor will respect this request and find alternative payment methods.