

PRIVACY COLLECTION STATEMENT (COUNSELLING SERVICES)

Who are we?

We are Lifeline Australia (ABN 84 081 031 263) (**we, us or our**). We are a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support, suicide prevention and professional counselling services. If you need someone to speak to, either about an experience you are having or because you are worried about someone else, then we are here to listen.

We are committed to protecting your privacy. This Privacy Collection Statement should be read with the [Lifeline Australia Privacy Policy](#) (**Privacy Policy**) and only applies to counselling services provided under that policy.

This Privacy Collection Statement describes how we collect and handle your personal information when we provide you with our counselling services, namely: MensLine Australia, Changing for Good (offered under MensLine Australia), Suicide Call Back Service, SuicideLine Victoria, All Hours Suicide Support, CareinMIND™ Wellbeing Support Service, MindHealth Wellbeing Service, Regional Access (until December 2025), Travellers Aid, and counselling services to organisational clients under contracts referring to our Privacy Policy (collectively, **Counselling Services**).

In this Statement, references to “personal information” include health and sensitive information as defined under the *Privacy Act 1988 (Cth)*.

What personal information is collected?

When you access our Counselling Services, we collect personal information from you, which may include:

- your name, contact details (email address, phone number, address);
- your telephone number (if you use our text or call-based counselling service);
- details about the device you are using, such as your IP address (if you use our online chat service);
- your demographic information;
- your health information, such as your medical history or previous diagnoses (if shared with us); and
- any other information you provide to us when receiving our Counselling Services.

Why is your personal information is collected?

We collect personal information to:

- provide our Counselling Services to you;
- facilitate referrals to other health practitioners and services, with your consent;
- provide service performance reports to grant funders;
- communicate with emergency services, when appropriate;
- send you information about our services;
- improve our services and support research;
- invite you to participate in surveys or research about our services and impact; and
- comply with legal and regulatory requirements.

If you do not provide your personal information to us, it may affect our ability to provide our Counselling Services to you.

Does Lifeline record my call or keep a copy of my conversations with them?

We will record calls for service quality and research purposes. We also keep copies of text and online chat conversations in full. There is no opt-out mechanism for recording of calls or text/chat interactions.

The person you speak with will also take notes during the interaction.

Who is your personal information disclosed to?

We may disclose your personal information to third parties, including:

- our employees, contractors and/or related entities, solely for the purpose of enabling the provision of the Counselling Services (including associated governance and quality assurance);
- grant funders, if contractual requirements oblige us to disclose your personal information to them;
- other health practitioners or health services, where you have given us consent to do so;
- to authorities such as courts, child protection, law enforcement officers and emergency services, but we will only do so if it is reasonably necessary or required by law (such as serious threat of harm, mandatory child protection reports, warrants, etc.);
- third-party services such as translators or the National Relay Service, if required for the purpose of providing the Counselling Services;
- professional advisors and auditors, for the purpose of ensuring compliance with relevant laws, regulations, codes of conduct and government grant agreements; and
- government agencies where required or permitted by law.

We will only disclose your personal information to third parties if it is reasonably necessary and permitted by law. We take steps to ensure that each third party is also treating your personal information confidentially and in accordance with the Australian Privacy Principles and, where applicable, State/Territory health records legislation.

Where do we store your personal information?

We store personal information in Australia.

How long do we keep your information for?

We keep your information for 11 years if you are aged 15 to 17 years at the time of accessing our Counselling Services and 8 years if you are aged 18 years or older. However, if the *Privacy Act 1988 (Cth)* or relevant State/Territory health records legislation mandates different retention periods, we will comply with those requirements.

Is the information we collect about you secure?

We keep all the information we collect and hold secure. We are committed to the security and data protection of your information to ensure it is kept safe. You can read more about our security and data protection commitments in our [Information Security Policy Statement](#).

If you are worried that your information might have been breached, you can contact the privacy team by emailing privacy@lifeline.org.au.

How do I make a complaint or enquiry about the information Lifeline has collected about me?

If you wish to make a complaint about how Lifeline has handled your information or because you believe we have breached your privacy or want to ask questions about how we handle your information, then you can contact the privacy team on privacy@lifeline.org.au.

If you are not satisfied about how we resolved your complaint, then you can contact the Office of the Australian Information Commissioner at www.oaic.gov.au/privacy/privacy-complaints/.

Where can I find more details about how Lifeline manages privacy and my personal information?

For more information about how Lifeline Australia handles personal information including how you can access and correct personal information that we collect and hold about you and how to make a privacy complaint please read our [Privacy Policy](#) or contact us by email privacy@lifeline.org.au or post: PO Box R1084, ROYAL EXCHANGE NSW 1225.