



Colours of Life Counselling Therapy

Information Policy

Access to your information:

At Colours of Life Counselling no other person is able to access your private information. The release of information will only occur if we have your specific permission to do so, or we are required to do so by law.

You have a say how your information is handled:

The information that you provide to Colours of Life Counselling will be used to help provide the right assistance for you at the right time. It is noted that you have the right not to share your personal information and data, or you may restrict access to your file. If you choose to do so this may compromise our ability to provide you with the best possible care and appropriate services. You may change or cancel your consent at any time.

Your information is protected:

Colours of Life Counselling acknowledge that we will protect the confidentiality of your record, store your information securely, and handle all specifics, and identification details with the strictest confidentiality. You may rest assured that your information is protected by Law.

You may access your information:

Colours of Life Counselling acknowledges that the consumer/client has the right to request access to their personal information and the content of their file. (as per agency policy)

You have the right to:

Colours of Life Counselling is committed to providing the best quality of care with the upmost respect and consideration of your unique circumstances regardless of your gender, race, sexual orientation, religion, political belief or your mental, or physical health or disability. If needed you may access an interpreter or representative.

What we ask from you:

Colours of Life Counselling will require you to be honest regarding the information you provide to ensure you receive the best possible care and outcomes of therapy.

It will also be expected that you turn up to appointments on time. If for any reasons you have to cancel an appointment, we require that you give us a full 24 hours' notice to enable us to reschedule your appointment time slot to others that are on our waitlist. You are also required to provide the full payment for services at the time of booking your appointment.

