

Privacy Policy

1. Introduction

IAP ("we," "us," or "our") operates <https://iap.edu.au/findapractitioner/> (the "Service"), a platform that connects individuals seeking mental health services with therapists and mental health professionals. We are committed to protecting your privacy and handling your personal information with care and transparency.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our Service, whether as a therapist creating a profile or as a user searching for mental health services.

2. Information We Collect

2.1 Information from Therapists

When you create a therapist profile, we collect:

- **Professional Information:** Name, license number, credentials, specialisations, treatment approaches, education, certifications
- **Contact Information:** Business address, phone number, email address, website
- **Practice Details:** Accepted insurance, session fees, availability, office locations
- **Profile Content:** Bio, photos, treatment philosophy, areas of expertise

2.2 Information from Users Searching for Therapists

When you use our search platform, we may collect:

- **Search Preferences:** Location, insurance type, specialisation preferences, session format preferences
- **Contact Information:** Name, email address, phone number (when requesting appointments or information)
- **Usage Data:** Pages viewed, search terms, time spent on profiles, interactions with therapist listings
- **Location Data:** General geographic area to provide relevant local results

2.3 Automatically Collected Information

- **Technical Data:** IP address, browser type, device information, operating system
- **Analytics Data:** Page views, session duration, referral sources, user behaviour patterns
- **Cookies and Tracking:** See our Cookie Policy section below

3. How We Use Your Information

3.1 For Therapists

- Displaying your professional profile to potential clients
- Verifying your credentials and license status
- Processing payments for listing fees (if applicable)
- Communicating service updates and platform improvements
- Providing customer support and technical assistance
- Analysing platform performance and improving our services

3.2 For Users

- Providing relevant therapist search results based on your criteria
- Facilitating connections between you and mental health professionals
- Improving our search algorithms and user experience
- Sending appointment confirmations or platform communications (with consent)
- Providing customer support

3.3 General Business Operations

- Maintaining platform security and preventing fraud
- Complying with legal obligations and regulatory requirements
- Conducting research and analytics to improve our services
- Marketing our services (with appropriate consent)

4. Information Sharing and Disclosure

4.1 Therapist Profile Information

Therapist professional information included in profiles is displayed publicly to help users make informed decisions about mental health care. This includes practice details, credentials, and contact information you choose to include.

4.2 Third-Party Service Providers

We may share information with trusted third parties who assist in operating our platform:

- **Payment Processors:** For subscription or listing fees
- **Analytics Providers:** For website performance and user behaviour analysis
- **Email Services:** For communications and notifications
- **Verification Services:** For license and credential verification
- **Cloud Storage:** For secure data hosting and backup

4.3 Legal Requirements

We may disclose information when required by law, court order, or government regulation, or to protect the rights, property, or safety of our users or the public.

4.4 Business Transfers

In the event of a merger, acquisition, or sale of assets, user information may be transferred as part of the transaction.

5. Data Security

We implement appropriate technical and organisational security measures to protect your personal information:

- Encryption of data in transit and at rest
- Regular security assessments and updates
- Access controls and authentication measures
- Employee training on data protection
- Secure hosting with reputable cloud providers

However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security.

6. Your Privacy Rights

6.1 Access and Correction

- View and update your profile information at any time
- Request copies of personal data we hold about you
- Correct inaccurate or incomplete information

6.2 Data Portability

- Request your data in a portable format
- Transfer your information to another service provider

6.3 Deletion Rights

- Delete your account and associated data
- Request removal of specific information (subject to legal requirements)
- Therapists may deactivate profiles while maintaining necessary records

6.4 Marketing Communications

- Opt out of marketing emails at any time
- Manage communication preferences in your account settings

7. Cookie Policy

We use cookies and similar technologies to:

- Remember your preferences and login status
- Analyse website traffic and user behaviour
- Provide personalised content and advertisements
- Improve platform functionality and user experience

You can control cookie settings through your browser preferences. Disabling cookies may affect platform functionality.

8. Third-Party Links

Our Service may contain links to external websites or services. We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before providing any personal information.

9. Children's Privacy

Our Service is not intended for individuals under 18 years of age. We do not knowingly collect personal information from minors. If we become aware that we have collected information from someone under 18, we will delete it promptly.

10. International Data Transfers

If you are accessing our Service from outside Australia, your information may be transferred to and processed in Australia where our servers are located. We ensure appropriate safeguards are in place for international transfers.

11. Data Retention

We retain information for as long as necessary to provide our services and comply with legal obligations:

- **Active Accounts:** Data retained while account is active
- **Deleted Accounts:** Most data deleted within 30 days, with some information retained for legal compliance
- **Professional Records:** Therapist verification documents may be retained for regulatory compliance

12. Updates to This Policy

We may update this Privacy Policy periodically. We will notify users of material changes through:

- Email notifications to registered users
- Prominent notices on our website
- In-app notifications

Continued use of the Service after updates constitutes acceptance of the revised policy.

13. Contact Information

For questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us:

Email: support@iap.edu.au

14. Specific State Privacy Rights

European Union Residents (GDPR)

EU residents have rights under the General Data Protection Regulation, including the right to access, rectify, erase, restrict processing, object to processing, and data portability.

For specific information about exercising these rights, please contact us using the information provided above.