



Privacy Policy

Muse and Minds

Last updated: February 11, 2026

1. Introduction

Muse and Minds is committed to protecting your personal information and respecting your privacy in accordance with the Protection of Personal Information Act (POPIA) of South Africa.

This policy explains how personal information is collected, used, stored, and protected when you visit the website, make contact, or make use of counselling services.

By engaging with this practice or website, you consent to the practices described in this policy.

2. Responsible Party

Muse and Minds

Ruskin Road, Parklands, Cape Town, South Africa

Email: info@museandminds.co.za

Website: <https://www.museandminds.co.za/>

Muse and Minds is the responsible party for the lawful processing of your personal information.

3. Personal Information We Collect

We may collect the following personal information:

- Full name
- Contact details (email address, phone number)
- Physical address (if required for invoicing or records)
- Information shared in enquiry forms
- Information voluntarily disclosed during counselling sessions
- Limited website usage data such as IP address and browser type

4. Special Personal Information

As a counselling practice, special personal information relating to emotional wellbeing, mental health, personal history, and relationship concerns may be collected.

This information is processed solely for the purpose of providing counselling services and is handled with strict confidentiality in accordance with POPIA and professional ethical guidelines.

5. Purpose of Collecting Personal Information

Your information is collected for the following purposes:

- Responding to enquiries
- Scheduling and managing appointments
- Providing counselling services
- Maintaining client records
- Communicating important service-related information
- Complying with legal and professional obligations

6. Confidentiality and Limits of Confidentiality

All information shared within counselling sessions is treated as confidential.

Disclosure may occur without consent where required by law, including:

- Risk of serious harm to yourself or others
- Suspected abuse or neglect of a minor, elderly, or vulnerable person
- Court order or legal requirement
- Legally mandated reporting obligations

7. Storage and Security

Personal information is stored securely using appropriate technical and organisational safeguards, including password-protected systems and limited access to records.

While reasonable measures are taken, no electronic system can be guaranteed 100% secure.

8. Retention of Records

Client records are retained in accordance with South African legal and professional requirements and stored only as long as necessary to fulfil ethical and legal obligations.

9. Sharing of Information

Personal information may be shared only with your written consent, with trusted service providers bound by confidentiality, or when legally required.

Personal information is never sold or used for marketing purposes.

10. Your Rights Under POPIA

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion where legally permissible
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Regulator of South Africa

11. Cookies and Website Usage

This website may use cookies to enhance user experience and monitor website performance. Cookies can be disabled in your browser settings.

12. Third-Party Links

This website may contain links to external sites. Muse and Minds is not responsible for the privacy practices of third-party websites.

13. Updates to This Policy

This Privacy Policy may be updated periodically. The latest version will always be available on the website with the revised date.

14. Contact

For questions regarding this Privacy Policy or your personal information:

Email: info@museandminds.co.za

Website: <https://www.museandminds.co.za/contact-us>