



Privacy Policy

At Mindsight Wellbeing ABN 51 718 226 412 ("Mindsight Wellbeing", "we", "our" or "us"), we value and respect your privacy and take the protection of your personal information seriously. This document describes the personal information that we usually collect, the purposes for which we collect it, to whom we disclose it, how we hold and keep it secure and your rights in relation to your personal information, including how to complain and how we deal with complaints.

We will handle your personal information in accordance with this Policy, and all applicable legislation including the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

This Privacy Policy may change from time to time and it is therefore important that you review it regularly. Any change to this Privacy Policy will become effective when we publish the revised Privacy Policy on our website at <https://www.mindsightwellbeing.com.au/> ("Website").

What information do we collect and handle?

The types of personal information we collect about you depends on the dealings you have with us, and may include:

- name, address, email address, date of birth, Medicare number and private health fund details;
- your emergency contact details;
- your previous medical and psychological history;
- the name of the organisation you work for and your professional title; and
- your interests and preferences.

Where possible and lawful, you may interact with us anonymously or using a pseudonym. For example, if you contact us with a general question we will not record your name unless we need it to adequately handle your question. However, for many of our functions and activities we need your name, contact and information to be able to communicate with you. If you do not wish to provide your information, this may impact the how we can assist, respond or otherwise communicate with you.

How do we collect your personal information?

We collect personal information from or about you wherever it is reasonable and practical to do so. Personal information is collected in a number of different ways, including:

- from you directly when you interact with us, e.g. from our discussions with you, during psychological consultation, when you complete forms, when you correspond with us via email, telephone or in person, or when you interact with our Website;



- from third parties with whom we interact with to provide our services, e.g. other health practitioners who may provide via referrals, correspondence, medical reports and other information to us;
- from publicly available sources, including social media.

The kind of personal information we may collect will depend on who you are (e.g. a client engaged in psychological services, a client of an online course, third party service provider, a subscriber to our mailing list) and the nature of your interaction with us.

Our Website may use “cookies” or other similar tracking technologies that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can modify your browser to prevent cookie use – but if you do this our service (and our Website) may not work properly. The information stored in the cookie is used to identify you. This enables us to operate an efficient service and to track the patterns of behaviour of visitors to the Website.

Whilst we do not use browsing information to identify you personally, we may record certain information about your use of our Website, such as which pages you visit, the time and date of your visit, search engine referrals and the internet protocol address assigned to your computer.

In the course of serving advertisements to the Website (if any), third-party advertisers or ad servers may place or recognise a unique cookie on your browser. The use of cookies by such third party advertisers or ad servers is not subject to this Privacy Policy, but is subject to their own respective privacy policies.

Our web pages may contain electronic images, known as web beacons. These electronic images enable us to count users who have visited certain pages on our website. Web beacons are not used by us to access your personal information, they are simply a tool we use to analyse which web pages are viewed, in an aggregate number.

Why do we collect your personal information?

A client’s personal information is gathered and used for the purpose of providing psychological services, which includes assessing, diagnosing and treating a client’s presenting issue. The personal information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

We collect, hold, use and disclose your personal information for the following purposes:

- to contact you to respond to an enquiry, or provide you with the products or services you have requested;
- to manage and conduct our business;



- to offer or promote our products and services;
- to obtain feedback;
- to help us manage, develop and enhance our services, including our Website; and
- to comply with our legal obligations, resolve any disputes and enforce our agreements and rights with third parties.

Who might we disclose your personal information to?

Clients' personal information will remain confidential except when:

- it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
- failure to disclose the information would in the reasonable belief of the Mindsight Wellbeing Psychologist, place a client or another person at serious threat to life, health or safety, or to public health or safety; or
- the client's prior approval has been obtained to:
 - provide a written report to another agency or professional, e.g., a GP or a lawyer; or
 - discuss the material with another person, e.g. a parent, employer, health provider, or third party funder; or
 - disclose the information in another way; or
 - disclose to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.
- Medicare or your private health insurer for payment of fees (where applicable);
- our professional advisers, including lawyers, accountants and auditor (as necessary).

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose.

Do we engage in direct marketing?

We may use your personal information to contact you from time to time to confirm upcoming appointments or inform you of updates to the diary or any leave periods. These phone calls, emails or SMS text messages form part of our general service provision as we believe it is important to let you know when appointments and administration will not be available.

Upon subscribing to our newsletter, you will receive news from us about products, services or events as well as tips and resources to support your wellbeing. You can contact to withdraw your consent to receiving direct marketing communications from us at any time if you do not want to receive marketing information by replying to our emails or contacting us directly on the details below.



How do we keep your information safe?

We store your personal information in hard copy and electronically. We take all reasonable and appropriate steps (including organisational and technological measures) to protect your personal information from misuse, interference and loss, as well as unauthorised access, disclosure and modification.

We only keep your personal information for as long as it is required for the purpose for which it was collected or as otherwise required by applicable laws. Psychologists keep records for a minimum of seven years since the last client contact unless legal or organizational requirements specify otherwise. In the case of records collected while the client was less than 18 years old, psychologists retain the records at least until the client attains the age of 25 years. If we no longer need to hold your personal information for any reason or we are no longer required by law to keep it, we will take reasonable steps to destroy that information. A record is kept of which files have been disposed of.

How can I access and correct my personal information?

We will endeavour to ensure that the personal information collected from you is up to date, accurate and complete.

You may request to access and correct the personal information that we hold about you at any time by contacting our Privacy Officer using the details below. We will need to verify your identity before responding to your request. Subject to any applicable exceptions or requirements, we will respond to your request in writing within 28 days. If we decide to refuse your request, we will tell you why in writing and how to complain.

How can I make a complaint or raise a concerns?

You can make a complaint in writing to our Privacy Officer using the details set out in this Privacy Policy. We will respond to you within a reasonable period of time to acknowledge your complaint and inform you of the next steps we will take in dealing with your complaint.

If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner by phone on 1300 363 992, online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.

Contact us

If you have a question or comment regarding this Privacy Policy or wish to make a complaint or exercise your privacy rights, please contact our Privacy Officer on bsudano.psych@gmail.com or using the following details:

Essendon: 80 Keilor Rd, Level 2, Suite 18B, Essendon VIC 3040
e: bsudano.psych@gmail.com

www.mindsightwellbeing.com.au
m: 0424 997 161



Attention: Privacy Officer
Mindsight Wellbeing
Level 2, Suite 18B, The Edge
80 Keilor Road
ESSENDON NORTH VIC 3041

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