



THE MIND CLINIC

PRIVACY POLICY

Scope

This Privacy Policy sets out how we collect and manage personal information, including sensitive information, and the steps we take to protect it.

This Privacy Policy operates in addition to our obligation of confidentiality to you if you are our client. We respect the privacy and confidentiality of the information provided by you and adhere to the Australian Privacy Principles.

Your use of The Mind Clinic website indicates that you accept this Privacy Policy and approve the collection, use and disclosure by The Mind Clinic, of your personal information according to the terms below.

Definitions

Personal information means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual who is identified or reasonably identifiable.

Sensitive information is personal information that generally has greater privacy protections under the Privacy Act. It covers information about health, race and sexual preferences or practices, among other things. We will only collect such information if it is relevant to providing you with clinical services.

Collection Purpose

We will only collect personal information when you:

- a. send us a message that includes your personal information (e.g. by email or in the contact us section on The Mind Clinic website);
- b. ask us to provide you with clinical services, including face to face, online or by telephone;
- c. supply goods or services to us.

We sometimes collect your personal information from persons or sources other than you, for example a referring GP.

Disclosure Of Your Information

We may from time to time need to disclose certain information, which may include your personal information, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.



We will only use your personal information for the purpose for which it was collected unless:

- a. you have consented to its use for another purpose;
- b. you would reasonably expect it to be used for a related purpose (or if the information is sensitive information, for a directly related purpose);
- c. it is permitted or required by law.

We will not disclose your personal information to any third parties without your consent, unless permitted or required to do so by law, in particular when we exercise our “Duty of Care”.

If there is a change of control in our business (whether by merger, sale, transfer of assets or otherwise) information, which may include your personal information, could be disclosed to a potential purchaser under a confidentiality agreement. We would only disclose your information in good faith and where required by any of the above circumstances.

Duty of Care

In circumstances where your communication with us raises safety concerns, we will try to contact you to check that you and/or others are safe. If necessary, we may need to pass on your contact information to authorities who can help protect you and/or others, such as a crisis service or the police. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services. We are obliged to try to protect you and/or others if the information you submit tells us that:

- a. you are being seriously hurt by someone else;
- b. you are thinking of seriously harming yourself;
- c. someone else is being, or is likely to be, seriously hurt by you or another person.

Third Parties

We do not and will not sell or deal in personal or customer information. We will never disclose your personal details to a third party except as set out above.

We may use your information in a general sense without any reference to your name to create marketing statistics, identify user demands and to assist it in meeting customer needs generally.

Security

We strive to ensure the security, integrity and privacy of personal information submitted to our website, and we periodically update our security measures in light of current technologies.



Links

This website may contain links to other websites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy policy applies solely to information collected by this website.

Change In Privacy Policy

As we plan to ensure our privacy policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this website. Please return periodically to review our privacy policy.

If you have any questions or concerns at any time about our privacy policy or the use of your personal information, please contact us at info@themindclinic.com.au - phone: 0402 154 007.