

Privacy Policy

This Privacy Policy explains how Mindswell Therapy collects, uses, stores, and protects your personal information. We take privacy seriously and are committed to complying with the Australian Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the ethical standards of the Psychotherapy and Counselling Federation of Australia (PACFA).

By engaging with Mindswell Therapy, you acknowledge that you have read and understood this Privacy Policy.

Personal Information We Collect

Personal information is any information about an individual that can reasonably identify them. This may include:

- Name, address, phone number, email address, and date of birth
- Payment and billing details
- Information you verbally share in sessions
- Written communication with us (email, SMS, forms, or letters)
- Information provided via our intake forms or online booking system
- Social media or website contact forms
- Details about medical conditions, health, or wellbeing history relevant to therapy
- Information from a parent, guardian, GP, or other practitioner (with your consent)
- Sensitive information is a type of personal information which may include:

Racial or ethnic origin

- Religious or political beliefs
- Sexual orientation
- Health or genetic information
- Family court orders or criminal records

Sensitive information will only be collected when relevant to therapy and with your consent.

Why We Collect Personal Information

We collect and store personal information so we can:

- Provide safe, ethical, and effective therapy services
- Assess your needs and goals in counselling, psychotherapy, and group programs
- Process bookings, payments, and program enrolments

- Contact you about your sessions or programs
- Meet our legal and professional obligations

How We Collect Personal Information

We collect information in a variety of ways, including:

- Directly from you (intake forms, conversations, written communications)
- Through our online booking and payment systems
- From parents or guardians (for clients under 18)
- From a referral made by your GP or another treating practitioner (with your consent)

Storage of Personal Information

To protect your privacy, we store information securely in both digital and physical formats:

- Electronic records are stored on encrypted, password-protected systems
- Paper records (where used) are stored securely and accessible only by authorised staff
- We do not retain credit card or banking details once payment has been processed
- We dispose of unnecessary information securely, in accordance with the Privacy Act

If we become aware of a data breach, we will investigate promptly, take remedial action, and notify you in line with the Notifiable Data Breaches Scheme.

Third-Party Service Providers

To deliver secure and efficient services, Mindswell Therapy uses trusted third-party providers. These may include:

- Halaxy – for client record-keeping, appointment scheduling, and secure clinical notes
- Stripe – for secure online payment processing
- Westpac – for banking and financial transactions
- Xero – for invoicing, accounting, and compliance with tax obligations
- WordPress – for hosting our website and managing online forms or enquiries

Where these services are used, only the minimum necessary personal information is provided. Each provider is bound by their own privacy and security standards. For more details, you can review their individual privacy policies:

- Halaxy: <https://www.halaxy.com/article/privacy>
- Stripe: <https://stripe.com/au/privacy>
- Westpac: <https://www.westpac.com.au/privacy/privacy-statement/>



- Xero: <https://www.xero.com/au/legal/privacy/>
- WordPress (Automattic): <https://automattic.com/privacy/>

Mindswell Therapy only engages providers that comply with the Australian Privacy Act 1988 (Cth) and relevant international data protection standards.

Disclosure of Personal Information

We will not share your personal information with third parties without your consent, unless:

- Required by law (e.g., a court order, mandatory reporting obligations)
- Necessary to prevent a serious risk of harm to you or others
- Required to coordinate care with another health provider (with your written consent)

We will not sell or disclose your information for marketing purposes.

Accessing and Correcting Your Information

You may request access to the personal information we hold about you. We may ask you to make this request in writing and verify your identity. If information is inaccurate or outdated, you may request corrections. We will respond in line with the Privacy Act.

Complaints

If you believe your privacy has been breached, please contact us immediately so we can investigate and resolve your concern.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

 1300 363 992

 www.oaic.gov.au

Changes to This Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation, professional guidelines, or practice operations. The latest version will always be available on our website or by request.



Contact Us

For all privacy-related questions or concerns, please contact:

Mindswell Therapy

✉ info@mindswelltherapy.com.au

☎ 0498 527 427

Policy Review

This policy will be reviewed annually to ensure compliance with:

- PACFA Good Practice Guidelines
- Australian Consumer Law
- Relevant workplace health and safety legislation
- The Privacy Act 1988 (Cth) and Australian Privacy Principles

Last reviewed: 06/09/2025 by Natalie Beach

Thank you for choosing Mindswell Therapy.

Therapy Done Differently.