

# MINDHEALTH HUB CLIENT PRIVACY TERMS & CONDITIONS

1. We respect your privacy
  - (a) MINDHEALTHHUB respects your right to privacy and is committed to safeguarding the privacy of our customers. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.
  - (b) "Personal information" is the information we hold which is identifiable as being about you.
2. Collection of personal information
  - (a) You may provide basic information such as your name, phone number, address, and email address to enable us to send information, provide updates and process your service. We may collect additional information at other times, including but not limited to, when you provide feedback when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our MHH customer support team.
  - (b) Consent to provide support documents to third parties to support the service provided by MINDHEALTHHUB requires verbal or written consent.
  - (c) Additionally, we may also collect any other information you provide while interacting with us.
3. How we collect your personal information
  - (a) MINDHEALTHHUB collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.
4. Use of your personal information
  - (a) MINDHEALTHHUB may use personal information collected from you to provide you with information, updates, and our services. We may also make you aware of new and additional products, services, and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.
  - (b) MINDHEALTHHUB may contact you by a variety of measures including, but not limited to telephone, email, sms, or mail.
5. Disclosure of your personal information
  - (a) We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers, or subcontractors insofar as reasonably necessary for the purposes set out in this Policy.
  - (b) We may from time to time need to disclose 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.
  - (c) We may also use your personal information to protect the copyright, trademarks, legal rights, property, or safety of MINDHEALTHHUB, and its customers or third parties.
  - (d) Information that we collect may from time to time be stored, processed in, or transferred between parties located in countries outside of Australia.
  - (e) If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
  - (f) By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.
6. Security of your personal information
  - (a) MINDHEALTHHUB is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss, and unauthorized access, modification, and disclosure.
  - (b) The transmission and exchange of information are carried out at your own risk. We cannot guarantee the security of any information that you transmit to us or receive from us. Although we take measures to safeguard against unauthorized disclosures of information, we cannot assure you that the personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.
7. Access to your personal information
  - (a) You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). Such requests will be acknowledged and responded to within 7 days. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [mindhealthhub@outlook.com.au](mailto:mindhealthhub@outlook.com.au)
  - (b) We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.
8. Complaints about privacy
  - (a) If you have any complaints about our privacy practices, please feel free to send in details of your complaints to [mindhealthhub@outlook.com](mailto:mindhealthhub@outlook.com) or P O Box 288, Romsey 3434.

We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

Crisis Lines: (Australia)

Call 000 in an Emergency

Kids Helpline (1800 551 800) For Youth aged 5-25 counseling

Beyond Blue (1300 22 4636) For feeling anxious/ depressed

Lifeline (13 11 14) For personal or peer crisis

Suicide Call Service (1300 659 467) For anyone contemplating suicide.