



## **Privacy Policy for Moving Minds Psychology**

### **1. Introduction**

At Moving Minds Psychology, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, store, and disclose your personal data in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

### **2. Collection of Personal Information**

We collect personal information to provide you with psychological services, which may include:

- Name, address, and contact details
- Date of birth
- Medical history and other health information
- Billing and payment information

This information is gathered directly from you through intake forms, during consultations, or via communication with other healthcare providers with your consent.

### **3. Use of Personal Information**

Your personal information is used to:

- Provide assessment, diagnosis, and treatment services
- Communicate with you regarding appointments and treatment plans
- Process payments and manage billing
- Coordinate with other healthcare professionals as necessary

### **4. Data Storage and Security**

We utilize third-party services to manage and protect your data:

**a. Halaxy**

We use Halaxy, a practice management software, to store and manage client data and appointments. Halaxy is committed to data protection and privacy, implementing robust security measures, including encryption and secure data centers located in Australia. For more information, please refer to Halaxy's Privacy Policy.

**b. Tactiq AI Transcription**

For transcription services, we use Tactiq AI. Tactiq processes transcriptions locally on your device, giving you control over where your data is stored. They do not record or store audio; transcriptions occur in real-time and are saved as text. Tactiq is SOC-2 Type II compliant, ensuring your data is protected according to industry standards. For more details, please refer to Tactiq's Privacy Policy.

**5. Disclosure of Personal Information**

We do not disclose your personal information to third parties without your consent, except when required by law or when necessary to provide you with psychological services. This may include:

- Sharing information with other healthcare providers involved in your care
- Complying with legal obligations or court orders

**6. Data Retention**

In accordance with Australian privacy laws and professional guidelines, we retain client records for a minimum of seven years from the date of the last consultation. For clients who were under 18 years of age at the time of their last consultation, records are kept until they reach 25 years of age. After this period, records are securely destroyed.

**7. Access and Correction**

You have the right to access and correct your personal information held by us. To request access or make corrections, please contact us using the details provided below. We will respond to your request within a reasonable timeframe.

**8. Complaints**

If you have concerns about how we handle your personal information, please contact us. We take all complaints seriously and will address your concerns promptly in accordance with our obligations under the Privacy Act.

**9. Contact Information**

For any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact:

**Moving Minds Psychology**

Email: [admin@movingmindspychology.com.au](mailto:admin@movingmindspychology.com.au)

Phone: 0438822219

Address: Buderim, QLD, Australia

**10. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The latest version will always be available on our website.

*Last updated: 26 February 2025*