



APS

Member
Australian
Psychological
Society MAPS



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AHPRA Registration: PSY0000992422

Privacy Policy

1. Introduction

This Privacy Policy explains how MPowered Psychology Pty Ltd (“the Practice”, “we”, “us”, or “our”) collects, uses, stores and discloses your personal and health information.

We are committed to protecting your privacy and handling your information in accordance with:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles (APPs)
- Professional obligations under the Psychology Board of Australia and AHPRA Code of Conduct

When you engage with our services, you consent to the collection and use of your information as described in this policy.

2. About the Practice

Practice Name: MPowered Psychology Pty Ltd
Psychologist: Marisa Bertello
Address: 191 Herries Street, Toowoomba City, QLD 4350
Phone: +61 7 4632 1972
Email: mympoweredlife@gmail.com
Website: mpoweredpsychology.com.au

TOOWOOMBA: 191 Herries Street, Toowoomba QLD 4350

Appointments: 07 4632 1972

Fax: 07 4641 7855

Medical Objects and Argus Registered

Email: mympoweredlife@gmail.com

3. What Information We Collect

We may collect personal information and sensitive health information necessary to provide psychological services safely and effectively.

This may include:

Personal Information

- full name
- address
- date of birth
- telephone number
- email address
- emergency contact details
- Medicare details
- private health insurance information
- payment and billing information

Health Information

- referral letters and GP details
- medical and psychiatric history
- psychological assessments and reports
- therapy notes and treatment plans
- risk assessments
- medications and treatment history
- information relating to family, relationships or social circumstances relevant to care

Website and Communication Information

If you contact us through our website or electronically, we may collect:

- IP address
 - browser/device information
 - website usage analytics
 - email correspondence
 - SMS communications
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4. How We Collect Information

Information may be collected:

- directly from you
- during appointments or consultations

- through intake forms
 - via telephone, email or online booking systems
 - from referring practitioners
 - from other healthcare providers with your consent
 - from family members or carers where appropriate
 - where otherwise authorised or required by law
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5. Why We Collect Your Information

We collect and use your information to:

- provide psychological assessment and treatment
- communicate with you regarding appointments and care
- prepare reports and correspondence
- liaise with other healthcare providers involved in your care
- process payments and Medicare claims
- comply with legal, ethical and professional obligations
- maintain accurate clinical records
- manage administrative functions of the practice

We only collect information reasonably necessary for these purposes.

6. Consent

By engaging with our services, you consent to the collection, use and disclosure of your information as outlined in this Privacy Policy.

Where practical, we will seek specific consent before:

- releasing reports
- communicating with third parties
- exchanging information with other professionals
- recording sessions
- using information for secondary purposes

You may withdraw consent at any time, subject to legal or professional obligations.

7. Disclosure of Information

Your information will generally remain confidential.

We may disclose your information:

- with your consent
- to your GP or other treating practitioners
- for Medicare or private health insurance claims
- to administrative service providers supporting the practice
- where required or authorised by law

Situations Where Disclosure May Occur Without Consent

Disclosure may occur without your consent where:

- there is a serious and imminent threat to your life, health or safety or that of another person
- disclosure is required by subpoena or court order
- mandatory reporting obligations apply
- there are concerns regarding child abuse or neglect
- disclosure is otherwise permitted or required by law

Where appropriate and safe, we will attempt to discuss disclosures with you beforehand.

8. Electronic Communication and Telehealth

We may communicate with you using:

- email
- SMS
- telephone
- telehealth platforms

While reasonable steps are taken to protect privacy, electronic communication carries some inherent security risks.

By using these services, you acknowledge:

- email and SMS may not be fully secure
- internet-based communications may be vulnerable to unauthorised access
- telehealth services rely on third-party technology providers

We recommend avoiding sending highly sensitive information via unsecured email where possible.

9. Storage and Security of Information

We take reasonable steps to protect your information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include:

- password-protected electronic systems
- encrypted storage where available
- secure practice management software
- locked filing cabinets for paper records
- restricted access to client records
- secure destruction of records when legally permitted

Only authorised persons have access to your information.

10. Overseas Disclosure and Cloud Storage

Some electronic practice management systems, cloud storage providers or telehealth platforms may store information on servers located outside Australia.

Where overseas services are used, we take reasonable steps to ensure providers comply with appropriate privacy and security standards.

By engaging with our services, you acknowledge that some information may be stored electronically using third-party service providers.

11. Access to Your Information

You may request access to your personal information or health records by contacting us in writing.

We will respond within a reasonable timeframe.

Access may be refused in limited circumstances permitted by law, including where:

- access may pose a serious threat to health or safety
- it would unreasonably impact another person's privacy
- legal proceedings are anticipated or underway
- the request is frivolous or vexatious

Where access is refused, we will provide reasons where appropriate.

Reasonable administrative fees may apply for preparing records or reports.

12. Correction of Information

If you believe information we hold is inaccurate, incomplete or outdated, you may request correction.

We will take reasonable steps to update or correct information where appropriate.

13. Retention of Records

Client records are retained in accordance with legal and professional obligations.

Generally:

- adult client records are retained for at least 7 years from the last client contact
- records relating to children are retained until the client reaches 25 years of age

After the required retention period, records may be securely destroyed.

14. Website Cookies and Analytics

Our website may use cookies or analytics services to improve functionality and user experience.

Cookies do not typically identify individuals directly but may collect browsing information.

You can adjust browser settings to disable cookies if preferred.

15. Data Breaches

If a privacy breach occurs that is likely to result in serious harm, we will:

- take steps to contain and assess the breach
 - notify affected individuals where required
 - comply with obligations under the Notifiable Data Breaches Scheme
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16. Complaints

If you have concerns about how your information has been handled, please contact us first.

We will attempt to respond and resolve concerns promptly.

Contact Details

Practice Name: MPowered Psychology Pty Ltd
Address: 191 Herries Street, Toowoomba City, QLD 4350
Phone: +61 7 4632 1972
Email: mympoweredlife@gmail.com
Website: mpoweredpsychology.com.au

If you are dissatisfied with our response, you may contact:

Office of the Australian Information Commissioner (OAIC)

Website:

[Office of the Australian Information Commissioner](#)

Australian Health Practitioner Regulation Agency (AHPRA)

Website:

[AHPRA](#)

17. Changes to This Policy

We may update this Privacy Policy from time to time.

The current version will always be available upon request.
