

Privacy Policy

Megaview Psychology

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ABN: 36604955609

Owner: Meghna Datta

1. Purpose of this Policy

This Privacy Policy outlines how Meghna Datta (referred to as “we,” “us,” “our”) collects, uses, stores, and discloses your personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). We are committed to protecting your privacy and handling your personal information with transparency and care.

2. What Information Do We Collect?

- Full name, date of birth, address, email, and contact numbers.
- Medical and psychological history, including current and past treatments.
- Medicare and/or private health insurance details.
- GP and referring practitioner details.
- Session notes and assessment reports.
- Any other information relevant to providing psychological services.

3. How Do We Collect Your Information?

- Directly from you (via forms, emails, phone calls, or video consultations).
- From referring health professionals (e.g., GP referrals, reports).
- From third parties with your consent (e.g., NDIS coordinators, caseworkers).

4. Why Do We Collect Your Information?

- To provide you with psychological assessment, diagnosis, and treatment.
- To communicate with you regarding appointments and services.
- To liaise with other health professionals involved in your care (with consent).
- For administrative purposes, such as billing and managing your file.

- To meet our legal and professional obligations.

5. How Do We Store and Protect Your Information?

Your information is stored securely in electronic and/or paper files, which are protected by:

- Password-protected systems.
- Secure practice management software.
- Locked filing cabinets (for any paper records).
- Access is restricted to authorised personnel only.

We take reasonable steps to ensure your information is protected from misuse, interference, loss, and unauthorised access, modification, or disclosure.

6. Disclosure of Personal Information

We will not disclose your personal information to third parties without your consent, except where:

- Required by law (e.g., court subpoena).
- There is a risk of serious harm to yourself or others.
- Disclosure is necessary to lessen or prevent a serious threat to life, health, or safety.
- It is otherwise permitted under the Privacy Act 1988 (Cth).

7. Access and Correction

You have the right to:

- Request access to your personal information.
- Request correction of any inaccurate or incomplete information.

Requests should be made in writing to Meghna Datta at megaviewpsychology@gmail.com

8. Data Retention

We are required to retain your personal information for a minimum of 7 years from the date of the last service, or until the client reaches 25 years of age (for clients under 18), as per the Australian Health Records legislation.

9. Online Services and Telehealth

When using our online services (e.g., telehealth), we use secure platforms that comply with Australian privacy standards. However, we cannot guarantee the security of data transmitted over the internet.

10. Website and Cookies

Our website (www.megaviewpsychology.com.au) may collect limited non-identifying data through cookies for functionality and analytics purposes. No personal or sensitive client information is collected through website browsing.

11. Privacy Complaints

If you have a concern or complaint regarding the handling of your personal information, please contact:

Name: Meghna Datta

Email: megaviewpsychology@gmail.com

Phone: 0426 524 387

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

12. Policy Updates

This Privacy Policy is reviewed regularly and may be updated from time to time to comply with legislative changes or practice requirements. The latest version will always be available on our website.