

Privacy Policy

Mental Health Council of Tasmania

This privacy policy relates to how Mental Health Council of Tasmania Inc. ABN 50 451 756 970 (**MHCT**) collects and handles your personal information. In this policy **we**, **our** and **us** refers to MHCT.

The website, located at takeaminute.com.au and incorporating our web app (**Website**), the associated application known as Take a minute (**Application**), are owned and operated by MHCT.

For the purposes of this policy, **personal information** means information or an opinion about an identified individual, or an individual who is reasonably identifiable. It does not include information that is de-identified. The *Privacy Act 1988* (Cth) (**Privacy Act**) defines certain types of personal information to be **sensitive information**. Sensitive information includes health information and information or an opinion about an individual's race, ethnicity or philosophical beliefs. We do not generally collect sensitive information.

MHCT, in some instances, may be required to comply with the Personal Information Protection Act 2004 (Tas) (**PIP Act**). The PIP Act includes Personal Information Protection Principles (**PIPPs**), which are 10 principles detailing how a personal information custodian should collect, update, use, keep secure, disclose or give access to personal information, how complaints are handled and how in some circumstances, anonymity can be maintained. In the PIP Act only, personal information is not limited to personal information of an individual who is alive. It also applies to personal information of an individual who has not been dead for more than 25 years. The next of kin of a deceased person can exercise all applicable rights under the PIP Act as if they were the deceased person for a period of 25 years from the date of their next of kin's death.

This Privacy Policy explains the types of personal information that we usually collect, the purposes for which we collect it, to whom we disclose it, how we hold and keep it secure, and your rights in relation to your personal information, including how to complain to us and how we deal with complaints. We are committed to protecting your personal information and managing it in an open and transparent way.

We review our Privacy Policy regularly to ensure it is up-to-date so we encourage you to review it from time to time at takeaminute.com.au.

1. Using a pseudonym or being anonymous

Wherever lawful and practical, you have the option of using a pseudonym or not identifying yourself when dealing with us. However, by doing so you acknowledge that it may affect our ability to provide our services to you.

2. Collection of personal information

Types of information collected

In the process of conducting our operations and providing our services, we collect a range of personal information about our current and prospective users, suppliers, agents, service providers, business associates, and the people who run the businesses we deal with. This information can include such things as:

- (a) name, phone number and email address;
- (b) region;
- (c) photos of you;
- (d) the name of your employer or group; and
- (e) information about an individual's current state of wellbeing.

Collection of information via our Website and Application

We may use analytics tracking in our Application and on our Website, “cookies” or other similar technologies on our Website, that help us track your Application and Website usage and remember your preferences. Cookies are small files that are transferred to your computer's storage through your web browser and enable our site to recognise your browser and remember certain information. We use cookies and tracking software to compile aggregate data about site traffic, site interaction and usage of the Application and Website, so that we can offer better experiences and tools in the future. You may be able to configure your computer so that it disables cookies or does not accept them.

Whilst we do not use browsing information to identify you personally, we may record certain information about your use of our Application and Website, such as which pages you visit, the time and date of your visit, search engine referrals, and the internet protocol (IP) address assigned to your computer or device.

Ways we collect your personal information

Where possible we collect your personal information directly from you or through your use of the Application and Website. We may also collect your personal information through correspondence with you (whether by letter, phone, webform or email).

We may also collect personal information about you from third parties in limited circumstances. For example, if you participate in a workplace program, seminar or workshop we may collect your personal information from your employer, and if you sign up for an Account through a third party platform such as Facebook or Google, we will collect your personal information from that platform on sign-up.

We may also collect your personal information from publicly available sources, including social media.

3. Purposes for which we collect, use and disclose personal information

We may collect, use and disclose your personal information for the following purposes:

- (a) to provide our services and educational resources (including personalised dashboards in the Application and Website, workplace and group programs) to you;
- (b) to develop and improve our services;
- (c) to inform you of services which may be of interest to you;
- (d) to make personalised recommendations to you regarding your use of the Application and Website;
- (e) conduct research and analysis; and
- (f) to comply with our legal obligations, resolve any disputes, and enforce our agreements and rights with third parties.

De-identified information

We may use de-identified wellbeing survey data, other survey data, and data regarding your use of our Website and Application, for purposes such as research and analysis, case studies, marketing, and developing and improving our services.

4. Disclosing your personal information

In providing our services, we may disclose your personal information to our service providers who assist us in providing our services (including hosting and data storage providers). We may also disclose personal information to other entities where required or authorised to do so by law.

5. Direct marketing

With your consent (where required), we may use your personal information to provide you with information regarding our services and identify and provide you with customised recommendations regarding your use of our Application or Website (including by email, SMS, or through the Application or Website).

We will always provide a simple means for you to “opt-out” from receiving direct marketing, which typically involves an “opt-out” or “unsubscribe” link on emails, a check box on the collection notice, or via a pop-up on your screen when you provide personal information on our Website or via the Application.

We will not use or disclose your personal information for the purposes of direct marketing material if you have previously told us not to.

If at any time in the future you do not want us (or one of our service providers) to send you direct marketing material or you wish to cancel a previous consent, please

inform us by contacting us at info@takeamminute.com.au. We will affect the change within a reasonable time and without charge.

6. Security and storage of personal information

We will store your personal information electronically. We will implement such technological and organisational measures as are reasonable in the circumstances to protect your personal information:

- (a) from misuse, interference and loss; and
- (b) from unauthorised access, modification or disclosure.

You may delete your account at any time by emailing info@takeamminute.com.au or by deleting your account directly within the Application, which will delete the information in the Application. If you do so by email, we will need to verify your identity before responding to your request.

When we no longer need your personal information for a permitted purpose and we are not required to keep it to comply with any laws, we will take such steps as are reasonable in the circumstances to destroy your personal information or to ensure that the information is de-identified, this includes after the deletion of your account. These steps may vary depending on the nature of the information, the way it was collected, and how it was stored.

We will always store your information on an Australian-based server and are unlikely to disclose personal information to overseas recipients.

7. Access to and correction of personal information

We will take such steps as are reasonable in the circumstances to ensure that your personal information we collect, use or disclose is accurate, complete and up-to-date.

You may request access to or correction of the personal information we hold about you at any time by making a request in writing to us. We will need to verify your identity before responding to your request. Subject to any applicable exemptions, we will provide you with access to your personal information or correct your personal information (as applicable) within a reasonable amount of time and usually within 28 days. A reasonable fee may apply. If we decide to refuse your request, we will provide you with a written notice that sets out:

- (a) the reasons for the refusal; and
- (b) the mechanisms available to complain about the refusal.

8. Websites linked to our website

We are not responsible for the practices employed by websites linked to or from our Website or the Application, or the information or content contained therein. Often

links to other websites are provided solely as pointers to information on topics that may be useful to the users of our Website or Application. Please remember that when you use a link to go from our Website or Application to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including websites which have a link on our Website or Application, is subject to that website's own rules and policies. Please read over those rules and policies before proceeding.

9. Questions or Concerns

If you would like further information about how MHCT manages personal information or wish to update your personal information details or make a complaint about the handling of your personal information please contact MHCT using the contact details below:

Email: info@takeamminute.com.au

Phone: 03 6224 9222

If you make a complaint and we have obligations under the PIP Act, and our response does not resolve your complaint, you can make a complaint to the Tasmanian Ombudsman. Their contact details are:

Email: ombudsman@ombudsman.tas.gov.au

Post: GPO Box 960 Hobart 7001

Phone: 1800 001 170

Web: <http://www.ombudsman.tas.gov.au>

This policy was last updated in February 2025.