

Privacy Policy

The confidentiality of your information is held to be of the greatest importance, and Walters Green Clinical Psychology Practice fully observes the Federal Privacy Laws and the Australian Privacy Act, as well as adhering to the APS Code of Ethics.

Collection and Use of Information

The information we collect during your assessment and treatment is stored securely in an Australian cloud-based data storage service that complies with all relevant Australian privacy laws.

Client Rights and Consent

We obtain your informed consent before collecting, using, or disclosing your information, except where otherwise permitted or required by law. You have the right to access your personal information and to request corrections if needed. Where applicable, you may also request a copy of your records.

Disclosure of Information

Strict confidentiality is maintained except in the following circumstances:

- a) You explicitly permit communication with another interested party;
- b) You are considered to be at risk of harm to yourself or others;
- c) The disclosure of information is required by Court order (e.g., subpoena); or
- d) When necessary to communicate with other health service providers involved in your care to ensure coordinated treatment, with your consent.

Record Keeping and Retention

We maintain client records in accordance with APS and Psychology Board of Australia requirements, including a two-part client file system that separates clinical and administrative information. Your records are retained securely for the minimum period required by law and ethical guidelines and are disposed of securely thereafter.

Complaints and Privacy Concerns

If you have concerns about your privacy or how your information is handled, you are encouraged to discuss these with us. You also have the right to complain to the Office of the Australian Information Commissioner (OAIC) if you believe your privacy rights have been breached.

By engaging with our practice, you acknowledge you have read and understood this privacy policy.