

Privacy Policy

Last Updated: 17 October 2025

At Balanced Perceptions Therapy & Consulting (BPTC), we are committed to protecting your privacy and managing your personal information with care, transparency, and professionalism. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (balancedperceptions.com.au), use our services, or interact with us in any way. Our team includes qualified therapists and allied health professionals, all bound by the ethical standards of relevant peak professional bodies in health and mental health practice. We comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and uphold strict confidentiality, informed consent, and professional integrity in all aspects of our work.

Information We Collect

We only collect personal information that is necessary to provide safe and effective therapy or consulting services. This may include:

- Basic contact details such as your name, date of birth, address, email, and phone number.
- Relevant personal or health information shared during sessions or via forms (e.g. mental health, wellbeing, or treatment preferences).
- Administrative and billing details (e.g. Medicare, private health insurance, or GP referrals).
- Limited website analytics data, such as pages visited or time spent on our site.

We collect sensitive information only with your informed consent or where required by law to deliver health services.

How We Use Your Information

Your information is used to:

- Provide personalised therapy and consulting services tailored to your needs.
- Manage appointments, reminders, and telehealth sessions.
- Communicate with you and respond to enquiries.
- Coordinate care with other health or support professionals (with your consent).
- Maintain accurate and secure client records in Halaxy, our Australian-based practice management system.
- Fulfil our professional, legal, and ethical obligations.

We never sell or share your data for marketing purposes, and sensitive health data is used solely for the purposes for which it was collected.

Disclosure of Your Information

We may disclose your information only when necessary, with your consent, or as required by law. This may include:

- Team members, contractors, or supervised trainees who are bound by confidentiality agreements.
- Secure third-party service providers (e.g. telehealth platforms, payment processors, or Halaxy) that comply with Australian privacy standards.
- Coordinated care with other health or support professionals (e.g. GPs or psychiatrists) when relevant and authorised.
- Emergencies or risks of harm to self or others, in line with

duty of care and mandatory reporting requirements. We ensure all third parties meet Australian privacy and security standards.

Security of Your Information

Your data is protected by multiple layers of digital and physical security, including:

- Encrypted storage and secure data transmission (SSL/TLS).
- Password-protected access, firewalls, and multi-factor authentication.
- Confidentiality agreements for all staff and contractors.
- Locked storage for any physical records.

We use Halaxy as our secure practice system. Halaxy is Australian-based and fully compliant with the Australian Privacy Principles. If a data breach occurs, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required under the Notifiable Data Breaches scheme.

Your Rights and Choices

You have the right to:

- Access and correct your personal information.
- Request deletion of your data, where legally permitted.
- Withdraw consent for certain uses of your information.
- Provide feedback or lodge a complaint about privacy handling.

You can contact us at info@balancedperceptions.com.au. You may also contact the OAIC (www.oaic.gov.au) or relevant professional bodies if your concern is not resolved.

Cookies and Tracking Technologies

Our website uses cookies for essential site functionality and to improve your experience. You can manage or disable cookies in your browser settings.

Contact Us

For privacy-related questions, feedback, or compliments, please contact: Email: info@balancedperceptions.com.au Client Experience: clientexperience@balancedperceptions.com.au We take your privacy seriously and are committed to continuous improvement in the ethical handling of all client information. This policy is governed by Australian law and reflects the standards of leading professional bodies across therapy and allied health fields.