

Website Privacy Policy

Overview

This Website Privacy Policy explains how we collect, use, and protect personal information when you visit our website or interact with us online. For information about how we handle clinical and health records, please refer to our full Privacy Policy which is available on our website. We comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the Health Records and Information Privacy Act 2002 (NSW).

Information We Collect Through Our Website

Information you provide directly

You may choose to provide personal information when you submit an enquiry form via our website. This may include your name, email address, phone number, and any information you choose to share with us.

Information collected automatically

When you visit our website, we may automatically collect your:

- IP address
- Browser type and device information
- Pages viewed and time spent on the site
- Cookies or analytics data (e.g., Google Analytics)

This information helps us improve website performance and user experience.

How We Use Website Information

We use the information collected through our website to:

- Respond to enquiries
- Improve website functionality and user experience
- Monitor website performance and security
- Provide relevant information about our services

We do **not** sell, rent, or trade your personal information.

Cookies and Analytics

Our website may use cookies and similar technologies to:

- Enable website functionality
- Analyse traffic and usage patterns
- Improve website performance

You can adjust your browser settings to refuse cookies, but some features may not function properly. If we use third-party analytics tools, for example Google Analytics, these providers may collect and process data according to their own privacy policies.

Third-Party Links

Our website may contain links to external sites. We are not responsible for the privacy practices or content of third-party websites. We encourage you to review their privacy policies.

How We Protect Your Information

We take reasonable steps to protect your information from:

- Unauthorised access
- Misuse
- Loss
- Modification
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This includes secure website hosting, encryption where appropriate, and restricted access to personal information.

Contact Forms and Email Communication

Information submitted through website forms or email is used solely to respond to your enquiry. Email communication is not always encrypted, so we recommend avoiding sensitive clinical details in online forms.

Access and Correction

You may request access to personal information collected through our website or ask for corrections if it is inaccurate. You can do this by emailing the Holly Olive (Practice Manager) – holly@forestpsychology.com.au.

Changes to This Policy

We may update this policy from time to time. The latest version will always be available on our website.

Contact Us

If you have questions about this policy or how we handle your information, please contact Holly Olive (Practice Manager) via email – holly@forestpsychology.com.au.