



## Privacy Policy

This Privacy Policy applies to the services offered at Supple Clinic on behalf of ELBR PTY LTD, the (“Company”), the website run by the Company ([www.suppleclinic.com.au](http://www.suppleclinic.com.au)), the Facebook page and Instagram page contents run by the Company (linked to our website). This Privacy Policy is bound by the Privacy Act 1988 (Cth) and the accompanying *Australian Privacy Principles*.

### 1. Personal Information:

The Company is committed to safeguarding personal privacy. It recognises that individuals have a right to control how their personal information is collected and used. Providing personal information is an act of trust and is taken seriously. Unless given consent to do otherwise, the Company will only collect and use personal information as set out below.

### 2. Collecting personal information:

The Company will not collect or monitor any personal information about an individual without their consent. The only personal information collected is what has been provided voluntarily.

**Electronic mail address:** We will only record your e-mail address if you send us a message, whether that is through our website or any other method of contacting us electronically (e.g. Facebook Messenger). Your e-mail address will only be used or disclosed for the purpose for which you have provided it. If you choose to become a client/guardian of a client of our practice, or if you choose to use any of our services (including any free service), your contact details will be added to our secure system for internal bulk messaging to keep our clientele informed. We will never give your personal details to any third party without your consent. If you have been referred to our practice by a professional contact, by virtue of that referral, we may contact that person, unless you explicitly request otherwise.

Specific information that may be collected when **you visit our practice** includes; personal details such as name, date of birth, contact details and address; medical history; and any other details necessary to the running of the Company practice, which may include your Medicare card number and private health card details.

If you have authorised collection and secure storage of your credit card details for payment of telehealth or other services, that information is bound by specific legislation and bank grade security and encryption by our third party holders, of which information is fully transparent when you complete our Payment Authority Form.

You have the right to change your authority to your personal information at any time by getting in touch with us, however some details cannot be absent (or not provided) for they are necessary for the running of the practice and to meet our professional liability duties.

These details include:

- Legal name
- Legal date of birth
- Legal address
- Legal guardian/parent details of children and dependents (of all ages)
- Contact details of individual/group/trustee/organisation responsible for payments

### **3. Use of tracking technologies:**

The Company uses tracking technologies such as cookies or web beacons to improve the website. Cookies are pieces of information that a website transfers to a computer's hard disk for record keeping purposes. Most web browsers are set to accept tracking technologies such as cookies or web beacons. These tracking technologies do not themselves personally identify users, although they do identify some statistical data.

When you visit our website [www.suppleclinic.com.au](http://www.suppleclinic.com.au), Facebook page or Instagram page, our website server and the server for Facebook and Instagram, makes a record of your visit and logs the following information for statistical purposes or systems administration purposes:

- your server address
- your top level domain name (for example .com, .gov, .au, .uk etc)
- the date and time of your visit to the site
- the pages you accessed and documents downloaded
- the previous site you have visited
- the type of browser you are using.

No attempt will be made to identify users or their browsing activities, except in the unlikely event of an investigation where a law enforcement agency may exercise a warrant to inspect the logs.

You should note that there are inherent risks associated with using the Internet as a transmission medium in that when you send information over the Internet it might be possible for other people to see what you are sending. If this is of concern to you, then you should use other methods of communication.

### **4. Using and disclosing your personal information:**

Personal information will be used for the following primary purpose:

- To provide quality service to our clients
- To fulfil obligations under any contract between the individual/individual's representative and the Company, for example, your appointment and the accompanying payment
- To render services related to the Company's business such as making claims to Medicare or insurance companies (e.g. Allianz for a motor vehicle claim)

For the purpose described above, information may be shared with Company's group companies either in Australia or overseas. Also, in order to operate the website or deliver a

service, personal information may also be shared with a service provider, a non-company group company. In these situations, only the necessary information will be disclosed.

#### **5. Contact by the Company:**

The Company may contact individuals using the information which was provided by them in order to:

- Provide information that may be of interest about special offers, important changes at our clinic, and other matters that may be of interest
- Provide additional information or resources in relation to your appointments
- To send newsletters, outstanding notices and reminders

#### **6. Individual's right to access:**

Individuals have the right to review the information that may be recorded on the Company's database. Information may be accessed by making a request to the Company through the contact details provided at the end of this document. You may be required to make the request in writing. The Company reserves the right to charge a reasonable fee for locating and providing the requested information.

#### **7. Storing personal information**

The Company strives to ensure all personal information is secure at all times. In particular all bank card/credit card information is protected by 256-bit bank grade security and encryption. All other personal information is stored safely, whether in hard copy or electronically.

Whilst the security of your personal information is a high priority to us, it is important to remember that no method of electronic storage in particular is completely secure.

#### **8. The Company and links to other websites:**

The Company provides links to websites outside of the Company site. These linked sites are not under the control of Company, and the Company is not responsible for the conduct of companies linked to the Company website, or for the performance or otherwise of any content and/or software contained in such external websites.

#### **9. Changes to the Privacy Policy**

The Company reserves the right to change this Privacy Policy at any time.

#### **10. Problems or queries:**

Queries relating to the Privacy Policy, or any problems or complaints may be directed to the Company Office through the contact details provided at the end of this document.

#### **11. Right to Disability Advocacy Service**

For your information, the Australian and State Governments fund independent advocacy services to help people with a disability. Government funded independent advocates can be found at: <http://disabilityadvocacyfinder.dss.gov.au>

**Contact Details:**

**Supple Clinic**

188 Torrens Road, Renown Park SA 5008

Tel: (08) 8246 3495

247 south road