

Energetic Wellness Noosa Privacy Policy

Introduction

This privacy policy is to provide information to you, our Client, on how your personal information (which includes any health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

1. Collection of Personal Information

Energetic Wellness Noosa collects Personal Information in several ways, including but not limited to:

When you become a customer, prospective customer and Website user it is reasonably necessary for, or directly related to, one or more function or activity, including filling and shipping your order.

When you register as a client of our practice, you provide consent for our therapists and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

2. Why we collect your personal information

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

3. What personal information we collect

The information we will collect about you may include (as necessary):

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors

4. How we collect your personal information

Our practice will collect your personal information:

- When you attend for your first appointment, our practice staff will collect your personal and demographic information via our registration form.
- During the course of providing medical services, we may collect further personal information.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.

5. How we use your information and when we may disclose it

We sometimes share your personal information:

- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, and it is impractical to obtain the patient's consent.

- If you purchase a product, from time to time we may Disclose your Personal Information to organisations outside of Energetic Wellness in order to deliver the services you require. we will only disclose your name, address and other information necessary to complete the order.
- For account keeping and billing purposes, including debt recovery
- When there is a statutory requirement to share certain personal information

Only people that need to access your information will be able to do so. Other than in the course of providing health services or as otherwise described in this policy, our practice will **not** share personal information with any third party without your consent.

The Website uses social plugins (hereinafter "Plugins") of the social network Facebook, which is operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA (hereinafter "Facebook"). The plugins are marked by a Facebook logo or the words "Social Plug-in by Facebook" or "Facebook Social Plugin". Find an overview of the Facebook plugins and their appearance on <http://developers.facebook.com/plugins>. If you request a page of our website which contains a plugin, your browser will build up a direct connection to the servers of Facebook. Facebook directly transmits the content of the plugin to your browser and from there it is incorporated in the website. By integrating the plugin, Facebook receives the information that your browser has accessed the page of our website, even if you do not have a Facebook account or if you are not logged into Facebook at the time. This information (including your IP address) will be sent directly from your browser to a Facebook server in the U.S. and stored there. If you are logged into Facebook, Facebook can assign your visit to our website directly to your Facebook account. If you interact with the plugins, for example, by pressing the "Like" button or by leaving a comment, the corresponding information is also transmitted directly to a Facebook server and is stored there. The information is also posted on Facebook and can be seen by your Facebook friends. Facebook may use this information for purposes of advertising, market research and personalised design of Facebook pages. For this purpose, Facebook creates profiles regarding usage, interests and relationships, e.g. to evaluate your use of our website with regard to the advertisements displayed to you on Facebook, to inform other Facebook users about your activities on our website and to provide further related services with the use of Facebook. If you do not want Facebook to allocate the collected data via our website to your Facebook account, you must log out of Facebook before you visit our website. To find out more about the purpose and extent to which Facebook collects, processes and uses these data, your rights and the settings available to protect your privacy, please read the Facebook privacy policy.

6. Direct Marketing

You consent to Energetic Wellness Noosa using any Personal Information collected from you for Direct Marketing purposes, whether collected via telephone, the Website, or otherwise, but subject to the terms of this Privacy Policy. You may opt-out of direct marketing at any time by unsubscribing or notifying our practice in writing.

7. How we protect your information

Energetic Wellness Noosa will take reasonable steps to protect the Personal Information from misuse, interference, loss and unauthorised access or disclosure. This may include taking reasonable steps to destroy or permanently de-identify Personal Information once it is no longer needed.

Your personal information may be stored at our practice in various forms. This may be in the form of your electronic patient record or paper records.

Our practice stores all personal information securely. All paper files are securely locked and the data within the practice management system which is password protected.

8. Ensuring information is accurate and up-to-date

We take reasonable precautions to ensure that the Personal Information we Collect, Use and Disclose is complete, relevant and up-to-date.

However, the accuracy of that information depends to a large extent on the information you provide. That's why we recommend that you:

- (a) let us know if there are any errors in your Personal Information; and
- (b) keep us up-to-date with changes to your Personal Information such as your name or address. You may change your personal details contacting our office via email or phone.

9. How to lodge privacy related inquiry or complaint.

If you wish to make an inquiry or complaint regarding privacy you should do so by contacting this office and express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please send all requests to the:

- 'The Practice Manager' at Energetic Wellness Noosa, 141 Cooroy-Noosa Road, Tewantin 4565 or info@energeticwellness.com.au
- All received letters will be acknowledged and a response will be sent to you within 30 days.

10. Privacy and our website

A copy of this privacy policy is also available on the Energetic Wellness website, Please feel welcome to visit

11. Changes to the privacy policy

This policy will be reviewed by Energetic Wellness Noosa Management on a regular basis to ensure that it continues to adhere to the Australian Privacy Principles. Should an update of this policy be required, an updated version will be published on the website.

12. Contacting Energetic Wellness Noosa

The Privacy Officer

Energetic Wellness Noosa

141 Cooroy-Noosa Road

Tewantin QLD 4565

Email: info@energeticwellness.com.au