

## Privacy Policy

Wodonga Osteopathic Clinic is committed to protecting your privacy. We adhere to the practices described in this Privacy Policy with respect to the Personal Information which you provide to us. In this Privacy Policy, Wodonga Osteopathic Clinic, 'we', and 'us' refer to Mason Trading Trust T/A Wodonga Osteopathic Clinic.

We collect and process your personal information in accordance with the National Privacy Principles extracted from the Privacy Amendment (Private Sector) Act 2000, and all other applicable data protection legislation, as amended from time to time.

### **Collecting your personal information**

When you provide your Personal Information to us on paper or digitally, we collect, store and use this information. Personal Information is information that identifies you or that is identifiable to you and may include your name, address, telephone, email address and mobile phone number. You consent to the practices described in this Privacy Policy when you provide Personal Information to us.

### **Using your Personal Information**

We use the Personal Information described in this Privacy Policy for the following purposes:

- to provide, enhance and improve our services
- to operate and improve this site
- to respond to your questions and comments
- to respond to requests for information about our business, services, jobs or bookings
- for internal trend analysis, research and financial and operational analysis
- to further the goal of making healthcare available to the public and
- to comply with legal requirements.

Subject to your consent, we may also use your Personal Information for the purpose of marketing our products and services, to you. If you have given us your consent, we may contact you by mail, telephone, fax, email or other electronic messaging services (such as text, voice, sound or image messages, including automated calling systems) for this purpose. You can ask us to stop using your Personal Information for marketing purposes by unsubscribing.

### **Sharing your personal information**

We will not disclose Personal Information covered by this Privacy Policy to companies not affiliated with us, except when we have your permission or under the following circumstances:

- Service Providers

We may employ third party service providers to perform functions on our behalf, which may include assisting us in processing Personal Information about you. These service providers

are subject to obligations to maintain the confidentiality of the Personal Information and are restricted from using the Personal Information for purposes other than those authorised by us.

### **Compliance with Law and Protection of Legal Rights**

We may disclose Personal Information about you as required by law, including by subpoena or other judicial process. We may also disclose Personal Information about you in the unlikely event that we consider it necessary to protect our legal rights or to protect the personal safety of members of the public.

- **Business Transfers**

As we continue to develop our business, we may enter into transactions to sell our assets or to buy or sell subsidiaries or business units. As part of these transactions, Personal Information covered by this Privacy Policy may be one of the transferred assets.

- **Aggregated Information**

We may make anonymous Personal Information about you by cleansing it of information that might allow you to be identified or contacted, and combine this information about other individuals. We may use this anonymous information for internal business purposes, such as financial or operational analysis, research and planning. We may also provide this information to third parties including business partners and government agencies.

### **Safeguarding your personal information**

We have technical and organisational security measures in place to prevent the loss of, unauthorised access to or use of your Personal Information.

### **Using cookies**

When you visit our website, as with many other websites, certain information is automatically logged about your visit. This information may include your computer's internet protocol address, which is the number assigned to your computer whenever it is connected to the Internet, your operating system, screen settings, Web browser software, and referring Web site. We use this data for the purposes described above under 'Using Personal Information'.

### **Retaining your personal information**

We keep Personal Information about you for no longer than we need to or as required by law.

### **Accessing your personal information**

We understand that you may want access to Personal Information we have about you. We also understand the importance of keeping Personal Information accurate and up-to-date. You have the right to access the Personal Information we hold about you. Your right can be exercised in accordance with the National Privacy Principles. We reserve the right to charge a statutory fee for subject access requests.

We will similarly correct or delete Personal Information about you on your reasonable request, except when prohibited by law or when it is necessary for business or legal purposes not to alter or delete the information.

If you wish to access, update or delete the personal information we hold about you, please contact us by email at [admin@wodongaosteopath.com.au](mailto:admin@wodongaosteopath.com.au) or by post to:

Wodonga Osteopathic Clinic  
218 Lawrence Street  
Wodonga VIC 3690

### **Changing these terms**

From time to time, we may update and change these terms and conditions without notice. You will always find the latest version of this Privacy Policy on our website. Your continued use of our site will indicate that you accept and agree to any amendments.

### **Contacting us**

If you have any questions about this Privacy Policy, please contact us by email at [admin@wodongaosteopath.com.au](mailto:admin@wodongaosteopath.com.au) or call 02 60246611.