

## About this Policy

### Introduction

This privacy policy will give you a more comprehensive explanation of how your data is handled by HealthOne. If there is anything that is not clear from this privacy policy, please feel free to email us at [reception@healthone.com.au](mailto:reception@healthone.com.au).

### Our Principles

We have a simple approach to data protection and privacy which adheres to the [13 Australian Privacy Principles](#).

Our obligations under the *Privacy Act 1988* (Privacy Act):

- This privacy policy sets out how we comply with our obligations under the Privacy Act. As an Australian based organisation, we are bound by the [Australian Privacy Principles](#) (APPs) in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access and correct personal information held about them.
- In this privacy policy, 'personal information' has the same meaning as defined by [section 6 of the Privacy Act](#): information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

### Collection

We collect your personal information so that we can provide you with the products, services or information that we supply. This may include your first name, last name, location, age, phone number, email address, postal address and payment details that you have provided when interacting with us. We may also collect information on how you use our website, your product preferences, opinions and other personal preferences. Other information that may be automatically collected when you visit our website include (without limitation) your Internet Service Provider (ISP), operating system, browser information, Internet Protocol (IP) address or other device identifiers, location and time/date stamp. At times, we may collect personal information from a third party or from a publicly available source, but only if you have consented to your information being used in this way, or would reasonably expect us to collect it in this way. We only collect this information from companies

or sources that are allowed to disclose it to us. Below you will find a breakdown of the different ways your personal information is collected.

### **What we collect from you**

#### **User contact forms**

When you fill out a contact form on our website, we will collect that information and use it to get in touch with you in response to your query. We may use the information to reach out to you to inform you of some of the services we provide, provided it is in line with your original query.

#### **Research groups**

Research may be conducted in person or via the telephone or other electronic means. Our interviewers will always clearly identify themselves to respondents and in the case of face-to-face interviews, our interviewers will always have a photo ID.

If we are collecting your name and contact details, the purpose of this will always be made clear either in writing or by our interviewer and your specific consent for information shared by you during the research is obtained via our consent form.

#### **Mailing list**

If you sign up to one of our mailing lists, this means that you have opted-in and have consented to us sending you emails relating to the services or products we provide as a company. Don't worry, we won't spam you. We send all emails as per the guidelines set out by the Australian Communications and Media Authority.

### **What we collect from your online activity**

www.Healthone.com.au uses cookies and other digital identifiers that fall into the following three categories:

- **Site performance indicators:** these give us information on how our website is used, so that we can make the necessary improvements or amendments to make your experience better.
- **Analytics Cookies:** these give us the statistics to understand how many people are on our website, which areas are popular and which areas we need to work on.
- **Advertising Cookies:** we use these cookies to understand what type of advertising would be better suited to someone like you. That way, you would receive ads that are more likely to be relevant to you.

**Cookie rights:** You can always disable the use of cookies by changing the security settings of your browser. However, please bear in mind that this may affect how some items are displayed on our website.

### **Direct Marketing**

When it comes to direct marketing, no one likes being spammed. At HealthOne, we may use your personal information to send you advertising that is customised to your interests, characteristics or general location.

**Opt-out:** As with all direct marketing correspondence that you receive from us via email, there is always an unsubscribe button or link located at the bottom of the email. With this you can manage which messages you receive from us.

### **What we collect and receive from others**

- **Third party polling and survey plugins (GetFeedback, Survey Monkey etc)**

When you fill out polls or surveys on our website using GetFeedback, Survey Monkey, PollDaddy or another third party survey provider, please bear in mind that while we retain control of the data that you provide, all data provided is collected under the privacy policy of that provider and therefore may vary from provider to provider. We do our best to select providers who adhere to Australian privacy laws.

### **Use and Disclosure**

We only use personal information for the purpose which was requested of us, or for the purposes which directly relate to one of our functions or activities. We will not provide your personal information to other entities or bodies, or any other party unless one of the following applies (as per and in line with APP 6 - use and disclosure of personal information):

- You have consented.
- You would reasonably expect, or have been informed, that information of such kind would be passed on to those individuals, entities or bodies (for more information, see subclause 6.2).

- It is otherwise required or authorised by law, or reasonably necessary for the enforcement of a criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- It may prevent or lessen a serious and imminent threat to somebody's life or health.

### **Quality of Personal Information**

We do our best to ensure your personal information is up to date and accurate at all times, as this allows us to deliver a better service to you. If any information we have on you needs to be corrected, please contact us via [reception@healthone.com.au](mailto:reception@healthone.com.au).

### **Data Security**

We take active steps to protect the personal information we hold against loss, unauthorised access, use, modification or disclosure, and against other misuse. Furthermore, each and every HealthOne employee or agent must abide by this policy. While we cannot share with you details of the security systems and procedures we have in place for security reasons, if you have any questions, you can always contact us at [reception@healthone.com.au](mailto:reception@healthone.com.au).

### **Access and Correction**

At HealthOne, we do everything we can to keep your personal information accurate. If you find that any information we hold about you is incorrect, you can contact us at [reception@healthone.com.au](mailto:reception@healthone.com.au), or as per the contact details below and we will endeavour to assist you with your questions. Please bear in mind that under Australian privacy laws, there may be situations where we cannot provide access to such personal information. For instance, if it would reasonably affect someone else's privacy or may pose a threat to someone's life, health or safety.

When no longer required or requested by you, all personal information is destroyed in a secure manner, unless required by law.

For any personal information that is collected by third parties, even when you are visiting our website, it is best to view their privacy policy and seek assistance from those parties directly.

## Complaints Handling

If you have any complaints or feel that there has been a breach of the Australian Privacy Principles, or a registered APP code, you can contact us at [reception@healthone.com.au](mailto:reception@healthone.com.au) or via another option below.

If you are not satisfied with the process of making a complaint to our Privacy Officer you may make a complaint to the Information Commissioner on the details below:

Office of the Australian Information Commissioner

GPO Box 5218 Sydney NSW 2001

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Telephone: 1300 363 992

Fax: 02 9284 9666

## How to Contact Us

We understand that your personal information is important to you and are thrilled that you made it this far! If you have any questions or concerns about this policy or our practices you can get in touch with us in the following ways:

Email: [reception@healthone.com.au](mailto:reception@healthone.com.au)

Address: HealthOne, 6 Middlemiss Street, Lavender Bay, NSW 2060

This privacy policy was updated on 1 January 2020.