



## PRIVACY POLICY

Camden Haven Chiropractic

### 1. We respect your privacy

- a. Camden Haven Chiropractic respects your right to privacy and is committed to safeguarding the privacy of our patients and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.
- b. "Personal information" is information we hold which is identifiable as being about you.

### 2. Collection of personal information

- a. Camden Haven Chiropractic will, from time to time, receive and store personal information you enter onto our website, provide to us directly or given to us in other forms.
- b. You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and provide patient care. We may collect additional information at other times, including, but not limited to, when you provide feedback, when you provide personal health and medical information, change your content or email preference, respond to correspondence, provide financial or credit card information, provide health fund or insurance information or communicate with our staff.
- c. Additionally, we may also collect any other information, deemed by our staff to be applicable to providing you with our service, that you provide while interacting with us.

### 3. How we collect your personal information

- a. Camden Haven Chiropractic collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

### 4. Use of your personal information

- a. Camden Haven Chiropractic may use personal information collected from you to provide you with information, updates, reminders and our services. We may also make you aware of new or additional services or changes to our services. We may use your personal information to improve our services and better understand your needs.
- b. Camden Haven Chiropractic may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

### 5. Disclosure of your personal information

- a. We may disclose your personal information to any of our employees, insurers, professional advisors, or other health professionals insofar as reasonably necessary for the purposes set out in this policy.

- b. We may from time to time need to disclose personal information to comply with legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- c. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Camden Haven Chiropractic, camdenhavenchiropractic.com.au, its patients or third parties.
- d. Information that we collect may from time to time be stored, processed in or transferred between parties located outside of Australia.
- e. If there is a change in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law, our user databases, together with any personal information and non-personal information contained in those databases.
- f. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy.

## **6. Security of your personal information**

- a. Camden Haven Chiropractic is committed to ensuring that the information you provide us is secure. In order to prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial processes to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

## **7. Access to your personal information**

- a. You may request personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of this information. If you would like a copy of the information, which we hold about you or believe that any of the information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [info@camdenhavenchiropractic.com.au](mailto:info@camdenhavenchiropractic.com.au)
- b. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances as set out in the Privacy Act.

## **8. Complaints about privacy**

- a. If you have any complaints about our privacy practices, please send, in writing, details of your complaint to the Practice Manager, 89 Bold Street, Laurieton NSW, 2443. We take complaints very seriously and will respond promptly following receipt of written notice of complaint.

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

- a. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website. Please check back from time to time to review our Privacy Policy.

## **10. Website**

- a. When you visit our website  
When you come to our website (camdenhavenchiropractic.com.au) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, so that we can improve our service.

b. Cookies

We may from time to time use cookies on our website. You can choose to reject cookies by changing your browser settings, however this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide better website visitor experience.

c. Third party sites

Our website may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Camden Haven Chiropractic is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of those sites.

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