

## Privacy Policy

To ensure patients who receive care from Trava Health Clinic are comfortable in entrusting their health information to the practice This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through our website [www.travahealth.com.au](http://www.travahealth.com.au)

## Patient's Consent

Trava Health Clinic will only interpret and apply a patient's consent for the primary purpose for which it was provided. The practice staff must seek additional consent from the patient if the personal information collected may be used for any other purpose.

## Personal information

The types of personal information we may collect about you include:

- Your name contacts details, including email address, postal address or telephone number;
- your age and/or date of birth;
- your credit card details;
- medical History;
- your preferences and/or opinions;
- Data collection such as your browser session and geo-location data, search queries, browsing behaviour, your access and use of our site, including data cookies;
- information you provide to us through customer surveys;
- details of products and services we have provided to you and/or that you have enquired about, and our response to you;
- additional personal information that you provide to us, directly or indirectly, through your use of our site, associated applications, associated social media platforms and/or accounts from which you permit us to collect information;

## Collection and use of personal information

We may collect, hold, use and disclose personal information for the following purposes:

- to enable you to access and use our site, associated applications and associated social media platforms;
- to contact and communicate with you;
- for internal record-keeping and administrative purposes;
- for analytics, market research and business development, including operating and improving our Site, associated applications and associated social media platforms;
- to run competitions and/or offer additional benefits to you;

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- to run competitions and/or offer additional benefits to you;
- for advertising and marketing, including sending you promotional information about our products and services and information about third parties that we consider may be of interest to you;
- to comply with our legal obligations and resolve any disputes that we may have; and
- provide you with medical consultation services

## Disclosure of personal information to third parties

- We may disclose personal information to third-party service providers to enable them to provide their services, including (without limitation) IT service providers, data storage, web-hosting and server providers, debt collectors, maintenance or problem-solving providers, marketing or advertising providers, professional advisors and payment systems operators;
- our employees, contractors and/or related entities;
- our existing or potential agents or business partners;
- anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;
- credit reporting agencies, courts, tribunals and regulatory authorities in the event you fail to pay for goods or services we have provided to you;
- courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or to establish, exercise or defend our legal rights; [and]
- third parties, including agents or sub-contractors, assist us in providing information, products, services or direct marketing. This may include parties located, or that store data, outside of Australia; and
- third parties to collect and process data, such as [Google Analytics or other relevant businesses]. This may include parties that store data outside of Australia.

Personal information will only be used for the purpose of providing medical services and payments, unless otherwise consented to. Some disclosure may occur to third parties engaged by or for the practice for business purposes, such as accreditation or for the provision of information technology. By providing us with personal information, you would like to share your personal information with third parties who live outside Australia and acknowledge that we are not required to make sure that those third parties comply with Australian privacy laws.

### How do we treat personal information that is also sensitive?

Sensitive information is a subset of personal information that is given a higher protection under the Australian Privacy Principles. Sensitive information means information about your racial or ethnic origin, political opinions, religion, trade union or health information or biometric information, see below.

Sensitive information includes:

- an individual's racial or ethnic origin,
- health information,
- political opinions,
- membership of a political association,
- professional or trade association or trade union,
- religious beliefs or affiliations,
- philosophical beliefs,
- sexual orientation or practices,
- criminal record,
- genetic information,
- biometric information that is to be used for certain purposes,
- biometric templates,

### Your rights and controlling your personal information

**Choice and consent:** Please read this Privacy Policy carefully. By providing personal information, you consent to us collecting, holding, using and disclosing your personal information through this Privacy Policy. You do not need to provide personal information to us; however, if you do not, it may affect your use of this site or the products and/or services offered on or through it.

**Information from third parties:** If we receive personal information about you from a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such a person's consent to provide the personal information to us.

**Restrict:** You may choose to restrict the collection or use of your personal information. If you have previously agreed to use your personal information for direct marketing purposes, you may change your mind at any time by contacting us.

**Access:** You can ask for details of the personal information we hold about you. An administrative fee may be payable for the provision of such information. In certain circumstances, as set out in the Privacy Act 1988 (Cth), we may refuse to provide you with personal information.

**Correction:** If you believe that any information, we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please get in touch with us. We will take reasonable steps to correct any information that is incorrect, incomplete, misleading or out of date.

**Complaints:** If you believe that we have breached the Australian Privacy Principles and wish to make a complaint, please contact us using the details below and provide full details of the alleged breach. We will quickly look into your complaint and respond to you in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint.

[admin@travahealth.com.au](mailto:admin@travahealth.com.au)

**Unsubscribe:** To unsubscribe from our e-mail database or opt out of communications (including marketing communications), please contact us using the details below or the opt-out facilities provided in the communication.

[admin@travahealth.com.au](mailto:admin@travahealth.com.au)

### Storage and security

We are committed to ensuring that the personal information we collect is safe and secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

We cannot guarantee the security of any information transmitted to or by us over the Internet. You'll be able to use and exchange of information at your own risk. Although we take measures to protect against unauthorised information, we cannot assure you that the personal information we collect will not be shared in a manner that is inconsistent with this Privacy Policy.

### Cookies and web beacons

We may use cookies on our site from time to time. Cookies are text files placed in your computer's browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personally identifiable information. However, they allow third parties, such as Google and Facebook, to cause our advertisements to appear on your social media and online media feeds as part of our retargeting campaigns.

If and when you provide our site with personal information, this information may be linked to the data stored in the cookie.

We may use web beacons on our site from time to time. Web beacons (also known as Clear GIFs) are small pieces of code placed on a web page to monitor the visitor's behaviour and collect data about the visitor's viewing of a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to a visitor's browser.

### **Links to other websites**

Our Site may contain links to other websites. We do not have any control over those websites and are not responsible for the protection and privacy of any personal information you provide while visiting those websites. This Privacy Policy does not govern those websites.

### **Amendments**

We may, at any time and our discretion, vary this Privacy Policy by publishing the amended Privacy Policy on our Site. We recommend you check our site regularly to ensure you know about our current Privacy Policy.

### **Complaints**

Trava Health Clinic takes complaints and concerns about the privacy of patients' personal information very seriously. Patients should express any privacy concerns in writing. The Practice will then attempt to resolve it in accordance with its complaint resolution procedure.

For any questions or notices, please get in touch with our Privacy Officer at:

**[admin@travahealth.com.au](mailto:admin@travahealth.com.au)**

**1300 371 317**

**Trava Health Clinic Pty Ltd,  
ACN: 651 466 616**