

Privacy Policy

BACKYARD CONCEPTS PTY LTD - TRADING AS BOUTIQUE CARE

Respecting your privacy

We respect your personal information, and this Privacy Policy explains how we handle it. The policy covers how Boutique Care (Backyard Concepts Pty Ltd) are committed to protecting your privacy and complying with the Australian Privacy Principles, (APPS) 2014, the Privacy Act 1988, and the Code of Conduct Code of Ethics of the Australian Occupational Therapy Association.

What personal information do we collect and hold?

The types of information that we collect and hold about you could include:

- ID information such as your name, postal or email address, telephone numbers, and date of birth;
- other contact details such as social media handles;
- information about your family or relatives •
- information about other health professionals involved in your care
- Medicare number, DVA number. However, we do not use these for the purposes of identifying you in our practice.
- information on employment, recreation and lifestyle • Other health information about you such as: a record of your symptoms, your relevant medical history, the diagnosis made and the treatment we give you and other information for the purposes of providing care to you.
- financial details such as your method of payment; and
- other information we think is necessary.

When the law authorises or requires us to collect information

What do we collect via your website activity?

If you're an internet customer of ours, we monitor your use of internet services to ensure we can verify you and can receive information from us, and to identify ways we can improve our services for you.

If you start but don't submit an on-line application, we can contact you using any of the contact details you've supplied to offer help completing it. The information in applications will be kept temporarily then destroyed if the application is not completed.

We also know that some customers like to engage with us through social media channels. We may collect information about you when you interact with us through these channels. However, for all confidential matters, we'll ensure we interact with you via a secure forum.

To improve our services and products, we sometimes collect de-identified information from web users. That information could include IP addresses or geographical information to ensure your use of our web applications is secure.

How do we collect your personal information?

Unless it's unreasonable or impracticable, we will try to collect personal information directly from you (referred to as 'solicited information'). For this reason, it's important that you help us to do this and keep your contact details up-to-date.

There are a number of ways in which we may seek information from you. We might collect your information when you fill out a form with us, when you've given us a call or used our website. We also find using electronic means, such as email or SMS, a convenient way to communicate with you and to verify your details. However, we'll never ask you for your security details in this way – if you are ever unsure, just contact us.

What if you don't want to provide us with your personal information?

If you don't provide your information to us, it may not be possible for us to give you access to our services.

What do we do when we get information we didn't ask for?

Sometimes, people share information with us we haven't sought out (referred to as 'unsolicited information'). Where we receive unsolicited personal information about you, we will check whether that information is reasonably necessary for our functions or activities. If it is, we'll handle this information the same way we do with other information we seek from you. If not, we'll ensure we do the right thing and destroy or de-identify it.

How do we take care of your personal information?

The security of your personal information is important to us and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- document storage security policies;
- security measures for access to our systems; and
- only giving access to personal information to a person who is verified to be able to receive that information

We may store personal information physically or electronically with third party data storage providers. Where we do this, we use contractual arrangements to ensure those providers take appropriate measures to protect that information and restrict the uses to which they can put that information.

What happens when we no longer need your information?

We'll only keep your information for as long as we require it for our purposes. We may be required to keep some of your information for certain periods of time under law. When we no longer require your information, we'll ensure that your information is destroyed or de-identified.

How we use your personal information

What are the main reasons we collect, hold and use your information?

Collecting your personal information allows us to provide you with the products and services you've asked for. This means we can use your information to enable access to our services; e.g. newsletters, chat forums and other member services as depicted on our website.

Can we use your information for marketing our products and services?

We may use or disclose your personal information to let you know about other products or services we or a third party make available and that may be of interest to you.

We will always let you know that you can opt out from receiving marketing offers.

With your consent, we may disclose your personal information to third parties for the purpose of connecting you with other businesses or customers. You can ask us not to do this at any time. We won't sell your personal information to any organisation.

Yes, You Can Opt-Out

You can let us know at any time if you no longer wish to receive direct marketing offers from us. We will process your request as soon as practicable.

What are the other ways we use your information?

We've just told you some of the main reasons why we collect your information, so here's some more insight into the ways we use your personal information including:

- identifying you;
- telling you about other products or services we make available and that may be of interest to you, unless you tell us not to;
- allowing us to run our business efficiently and perform general administrative tasks;
- preventing any fraud or crime or any suspected fraud or crime;
- as required by law, regulation or codes binding us; and
- any purpose to which you have consented.

Who do we share your personal information with?

We will not share your personal information with any third parties without your prior consent.

How do you access your personal information?

We'll always give you access to your personal information unless there are certain legal reasons why we can't. You can ask us in writing to access your personal information that we hold. In some cases, we may be able to deal with your request over the phone.

We will give you access to your information in the form you want it where it's reasonable and practical. We may charge you a small fee to cover our costs when giving you access, but we'll always check with you first.

We're not always required to give you access to your personal information. Some of the situations where we don't have to give you access include when:

- we believe there is a threat to life or public safety;
- there is an unreasonable impact on other individuals;
- the request is frivolous;
- the information wouldn't be ordinarily accessible because of legal proceedings;
- it would prejudice negotiations with you;
- it would be unlawful;
- it would jeopardise taking action against serious misconduct by you;
- it would be likely to harm the activities of an enforcement body (e.g. the police);
or
- it would harm the confidentiality of our commercial information.

How do you correct your personal information?

Contact us if you think there is something wrong with the information we hold about you and we'll try to correct it if it's; inaccurate, out of date, incomplete, irrelevant or misleading.

How do you make a complaint?

If you have a complaint about how we handle your personal information, we want to hear from you. You can contact us by using the details below.

We are committed to resolving your complaint and doing the right thing by our customers. Most complaints are resolved quickly, and you should hear from us within five business days.

Contact Us

We care about your privacy. Please contact us if you have any questions or comments about our privacy policies and procedures. We welcome your feedback.

Bethan Wallace (Director at Boutique Care)

Call 0452661208 or email admin@boutiquecare.com.au

Changes to this Privacy Policy

This Policy may change. We will let you know of any changes to this Policy by posting a notification on our website, correspondence via post or e-mail or you may contact us for a copy of the most up to date policy at any time.