

# BODYMETICS SPA

## Privacy Policy

### BodyMetics Spa Privacy Obligations:

BodyMetics Spa ABN 78 759 669 783 will comply with the National Privacy Principles outlined in the *Privacy Act of 1988 (Cth)* relevant to the collection, use, disclosure, storage and protection of personal information.

For further enquiries regarding BodyMetics Spa Privacy Policy, please contact BodyMetics Spa on telephone no. 0424 378 993, by email to [info@bodymeticsspa.com](mailto:info@bodymeticsspa.com) or by writing to address: 3 Redbourne Grange Beaumont Hills NSW 2155 Australia.

### What personal information BodyMetics Spa collect?

BodyMetics Spa will only collect client personal information directly and obtained from when a client visit the clinic or upon entering the client's personal details from the website. The website will receive personal information from the client such as name, home and email address, home phone number and mobile number. Other personal information such as birthday, gender, occupation, medical history, health fund provider details and payment details are collected during the initial consultation. All personal information are considered private and strictly confidential by BodyMetics Spa. BodyMetics Spa collects and hold personal information from a client who communicate with BodyMetics Spa directly either by phone call, completion of a consultation form or feedback form via email or through the website portal.

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable (whether true or not and whether recorded in a material form or not).

### What BodyMetics Spa use client's personal information for?

Information BodyMetics Spa collect about the client is to have an understanding of the requirements or needs so that the massage treatment achieves a successful outcome for the client. Personal information of the client will not be disclosed to anyone without the client's permission. Unless the disclosure is required or authorised by law, including without limitation the National Privacy Principles under the *Privacy Act 1988 (Cth)* (as replaced by the Australian Privacy Principles from 12 March 2014).

### Who do BodyMetics Spa disclose client's personal information to?

BodyMetics Spa may disclose personal information of a client to a health fund provider for providing health fund rebates and health professionals such as a general practitioner when a client requires diagnosis and opinion beyond the scope of BodyMetics Spa massage practice. BodyMetics Spa may also disclose personal information to statutory bodies such as the police for the purpose of conducting ethics or complaints enquiries.

### Marketing Promotion

Client's personal information may also be used (with permission) for promotional purposes by BodyMetics Spa. If the client do not wish to receive any promotional marketing information, personal information is removed from the marketing list. Deletion or removal of personal information is done by contacting BodyMetics Spa on 0424 378 993 or email [info@bodymeticsspa.com](mailto:info@bodymeticsspa.com). BodyMetics Spa will not disclose any of the personal information of a

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client to any other person or organisation unless the disclosure is required by law or is otherwise permitted by the National Privacy Principles (as replaced by the Australian Privacy Principles from 12 March 2014).

A client is entitled to access personal information that BodyMetrics Spa holds about the client. A request to access the client's own personal information can be granted unless providing the client with access would unreasonably impact the privacy of others or where BodyMetrics Spa is permitted not to provide access by law, including the National Privacy Principles (as replaced by the Australian Privacy Principles from 12 March 2014). If BodyMetrics Spa refuses to grant access to the client's personal information, the client will be provided with the reason(s) for the refusal.

A request of access of client's own personal information is done by contacting BodyMetrics Spa on 0424 378 993 or email [info@bodymeticsspa.com](mailto:info@bodymeticsspa.com).

### **How do BodyMetrics Spa ensure the personal information of the client is secure and up to date?**

BodyMetrics Spa will ensure the safety and security of all client's personal information. All information collected either directly from the client or the website will be held on the computer system of BodyMetrics Spa. The hard copy is stored securely on the premise and is only disclosed or used for the purposes described in this Privacy Policy. BodyMetrics Spa does not collect sensitive or financial information about the client through the website.

If BodyMetrics Spa has no further need for the client's personal information, this will be deleted from the system and all records relating to the client is removed.

Any complaints, problems or questions about the use of the client's personal information or about BodyMetrics Spa Privacy Policy, please contact BodyMetrics Spa on 0424 378 993 or email [info@bodymeticsspa.com](mailto:info@bodymeticsspa.com).