

Privacy Policy

Klemzig Massage & Health

Klemzig Massage & Health is committed to protecting the privacy and security of your personal information and/or sensitive information. This Privacy Policy outlines how we collect, hold, use, disclose, and manage your personal and/or sensitive information in accordance with the laws and regulations of South Australia and in compliance with the Privacy Act (Cth)1988 and the Privacy Amendment (Enhancing Privacy) Act (Cth) 2012. We recommend that you read this policy carefully as it will assist you to make informed decisions about sharing your personal information and/or sensitive information with us. By accessing our website www.sarnya.com.au you are consenting to the terms of this policy and agree to be bound by it.

1. Collection of Personal Information

Klemzig Massage & Health collects your personal information and/or sensitive information to provide you with professional massage or therapy treatment services that you have requested, and also to provide you with information about products and services in which you may be interested in. Klemzig Massage & Health may collect your personal information and/or sensitive information to comply with legal and regulatory requirements.

Klemzig Massage & Health collects personal information directly from clients through electronic, verbal and written correspondence. We may also collect information from doctors, insurance companies and other health professionals if required.

If the personal information and/or sensitive information requested by Klemzig Massage & Health is not provided by you we may not be able to provide you with our services.

Examples of personal information which may be collected include but are not limited to:

- Name
- Contact information (address, email address, phone number)
- Date of birth
- Gender
- Health information relevant to the provision of remedial massage services
- Payment information

Klemzig Massage & Health collect this information in-order to provide you with our services and to meet our business's legal obligations.

2. Use of Personal or Sensitive Information

Klemzig Massage & Health may use personal and/or sensitive information for the following purposes:

- Manage customer relationships and improve customer experience
- Establish customer identity
- Scheduling and managing appointments for treatments
- Providing and personalizing services to clients' specific needs and preferences

- Communicating with clients regarding appointments, updates, and promotional offers
- Complying with legal and regulatory obligations
- Ensuring safety and wellbeing of the client is being met at all times

3. Disclosure of Personal Information

As a client of Klemzig Massage & Health we will provide your personal information and/or sensitive information to the following entities, organisations or people for the following reasons:

- Any other health service provider where it is reasonably necessary to enable us to provide our services to you and you have consented to the personal information and/or sensitive information being disclosed
- Your medical practitioners or legal representatives where you have consented to the personal information and/or sensitive information being disclosed
- Government authorities and other organisations when required by law
- Commonwealth or State Courts or Tribunals when required by law
- Organisations and individuals where you have requested us to provide your personal information and/or sensitive information or where you have consented to it being disclosed

4. Security of Personal Information

Klemzig Massage & Health take reasonable measures to protect the security of your personal information from unauthorized access, alteration, disclosure or destruction. Physical records will be stored securely at the clinic in a locked cabinet. However, no method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security. Klemzig Massage & Health comply with the security standards of our software and use Two Factor Authentication (2FA).

5. Quality and Correction of personal information and/or sensitive information

If Klemzig Massage & Health hold personal information and/or sensitive information about you and we consider the information is inaccurate or you request that we correct the information, we will take all reasonable steps to correct that information having regard to the purpose for which it is held to ensure that the information is accurate, up-to-date, complete, relevant and not misleading.

6. Direct Marketing

Klemzig Massage & Health will not use your personal information and/or sensitive information for the purposes of direct marketing unless permission is given by you. If you do not wish to receive direct marketing information from Klemzig Massage & Health you may unsubscribe by following the link provided in the correspondence sent to you or by contacting our Privacy Officer. If you request that we do not use your information for direct marketing then we will not do so.

7. Cross-border disclosure of personal information and/or sensitive information

Klemzig Massage & Health do not disclose your personal information and/or sensitive information to any overseas recipient.

8. Access to personal information and/or sensitive information

As a client of Klemzig Massage & Health you have the right to gain access to your personal information and/or sensitive information held by us. Klemzig Massage & Health will respond to your request within a reasonable period after the request is made.

9. Data Retention

Klemzig Massage & Health will retain your health information for a minimum of 7 years following the last occasion on which service was provided. Where information was collected while the client was a child it shall be retained until the individual is 18 years old, or for 7 years, whichever is the greater length of time.

If Klemzig Massage & Health hold personal information and/or sensitive information about you and we no longer need that information for any purpose for which it may be used or disclosed and the information is not contained in a Commonwealth record; and we are not required by law to retain the information, then we will take reasonable steps to destroy the information or to ensure that it is de-identified.

We may also store paper copies of your personal information and/or sensitive information at our office which is located at 8 Fife Street Klemzig, South Australia 5087.

10. Compliance with Laws and Regulations

Klemzig Massage & Health comply with all applicable laws and regulations governing the collection, use, and disclosure of personal information, including but not limited to:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles (APPs)
- The Health Records Act 2001 (SA)

11. Complaints

If you consider Klemzig Massage & Health have not appropriately stored or collected your personal information and/or sensitive information then you may make a complaint to the Principal of the business Sarnya Moss who is also our Privacy Officer by email or telephone at any time during business hours. Sarnya can be contacted by email at admin@sarnya.com.au or by telephone on 0409092008. Alternatively you may make a complaint to the Office of the Australian Information Commissioner via this link <http://www.oaic.gov.au/privacy/privacy-complaints>. However, Klemzig Massage & Health do request that you first provide us with an opportunity to address any concerns that you may have.

12. Changes to this Privacy Policy

Klemzig Massage & Health may update this Privacy Policy from time to time to reflect changes in our practice or legal requirements. Klemzig Massage & Health will notify you of any material changes by posting the updated Privacy Policy on our website or by other means of communication. Our privacy policy is provided to you free of charge and can be printed from this website www.sarnya.com.au.

By engaging with my services, you agree to the terms of this Privacy Policy.

