



WAVERLEY ROAD  
chiropractic & wellness

# PRIVACY POLICY

Effective Date: 1 January 2025

At Waverley Road Chiropractic & Wellness, we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and disclose your information when you interact with us, including via our website, in-person, or other services. By using our services, you agree to the terms of this Privacy Policy.

## 1. INFORMATION WE COLLECT

We may collect personal information about you, including:

- Name, date of birth, and contact details (email, phone, address)
- Health information relevant to chiropractic care and wellness services
- Payment and billing information
- Information you provide via forms, emails, or phone calls
- Usage data when you visit our website (IP address, browser type, pages visited)

We only collect information that is necessary to provide our services effectively and to comply with legal obligations.

## 2. HOW WE USE YOUR INFORMATION

We use your information to:

- Provide and manage our services, including chiropractic care, workshops, and wellness programs
- Communicate with you about appointments, bookings, and other relevant information
- Improve our services and customer experience
- Comply with legal obligations and handle complaints or disputes
- Conduct marketing, promotions, or research with your consent

### 3. SHARING YOUR INFORMATION

We may share your personal information with:

- Our staff and service providers who need access to provide our services
- Payment processors and other service partners to manage transactions
- Legal or regulatory authorities if required by law

We will never sell your personal information.

### 4. COOKIES AND WEBSITE TRACKING

Our website may use cookies, analytics, and other tracking technologies to improve your experience. Cookies may collect information such as your browser type, pages visited, and time spent on the site. You can manage or disable cookies in your browser settings, though this may affect website functionality.

### 5. CHILDREN

Our services are intended for adults. We do not knowingly collect personal information from children under 16 without parental consent. If you believe we have collected such information, please contact us, and we will take steps to delete it.

### 6. THIRD-PARTY LINKS

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these websites. We encourage you to read the privacy policies of any third-party websites you visit.

### 7. MARKETING COMMUNICATIONS

We may contact you with marketing or promotional materials only if you have provided consent. You can opt-out at any time by contacting us or using unsubscribe links in emails.

### 8. DATA RETENTION

We will retain your personal information only as long as necessary for the purposes outlined in this Privacy Policy or as required by law.

### 9. YOUR RIGHTS

You have the right to:

- Access and obtain a copy of your personal information
- Request correction or update of inaccurate or incomplete information
- Withdraw consent to marketing communications
- Request deletion of your information, subject to legal and contractual obligations

To exercise your rights, please contact us using the details below.

## 10. MERGER, RESTRUCTURE, OR SALE OF OUR BUSINESS

- Part or all of our business may be merged, restructured, or sold, including through ordinary sale of business or stock, corporate reorganisation, change in control, bankruptcy, or insolvency.
- If this occurs, we may transfer your personal information, including personally identifiable information, as part of the transaction.

## 11. KEEPING YOUR INFORMATION SECURE

- No method of online transmission or electronic storage is completely secure. While we use appropriate measures to protect your information, transmission is at your own risk.
- Access to personal information is limited to those with a genuine business need and subject to confidentiality obligations.
- Technological and organisational safeguards are in place, along with procedures for responding to suspected data breaches.
- If a data breach occurs, we will notify you and any required regulator.

## 12. TRANSFERS OF INFORMATION TO OTHER JURISDICTIONS

- Our business is based in Australia.
- We may share information collected from the UK or EEA with organisations inside and outside Australia, including New Zealand, the United States, the Philippines, the United Kingdom, and Ireland.
- Some countries may not have data protection laws equivalent to the UK or EEA.
- When transferring information outside the UK/EEA, we ensure safeguards are in place, including:

- Adequacy decisions by the European Commission
- Approved standard contractual clauses
- Binding corporate rules or approved codes of conduct
- GDPR-approved certification mechanisms
- For questions about non-EEA transfers, contact us using the details below.

## 13. ACCESSING, UPDATING, AND CORRECTING YOUR INFORMATION

- We are committed to maintaining accurate information.
- You may request access, correction, or updating of your personal information by contacting us.

## 14. GOVERNING LAW

This Privacy Policy is governed by the laws of New South Wales, Australia, and all parties submit to the jurisdiction of its courts.

## 15. COMPLAINTS

- If you have a complaint regarding our handling of your personal information, please contact our complaints officer.
- Complaints are usually reviewed within 7 days and resolved within 21 days, provided complete information is given.
- Complaints can be submitted in writing via email or post.
- If unsatisfied, you may contact:
  - Office of the Australian Information Commissioner (OAIC): <https://www.oaic.gov.au/>
  - UK Information Commissioner (ICO): <https://ico.org.uk/>

## 16. CHANGES TO THE PRIVACY POLICY

- We may update this Privacy Policy from time to time.
- You should check the Privacy Policy periodically for updates.
- We may also notify users of changes by email.

## 17. CONTACT US

If you have questions about this Privacy Policy or your personal information, please contact us:

- Email: [info@waverleyroadchiro.com.au](mailto:info@waverleyroadchiro.com.au)
- Data Protection Officer: Mrs. K. Grogan