

## Privacy Policy

<b>Introduction</b>	This privacy policy explains how HealthOne handles personal information of clients, healthcare professionals (HCPs), website users, and third-party partners. If you have questions, contact us at <a href="mailto:reception@healthone.com.au">reception@healthone.com.au</a> .
<b>Our Commitment</b>	We are committed to protecting privacy and data rights. We comply with the <b>Privacy Act 1988 (Cth)</b> , the <b>13 Australian Privacy Principles (APPs)</b> , and the new <b>statutory tort for serious invasions of privacy</b> introduced in June 2025.
<b>Our Obligations</b>	We handle data in accordance with privacy laws. "Personal information" includes any data or opinion about an identifiable individual.
<b>Collection of Personal Information</b>	<p>We collect personal information to provide services, communicate, and improve operations. This includes:</p> <ul style="list-style-type: none"> <li>• <b>Identifiable Information:</b> Name, contact details, qualifications, registration numbers (e.g. AHPRA), and payment details.</li> <li>• <b>Website &amp; Device Information:</b> IP address, device data, browser type, ISP, timestamps, and website usage.</li> <li>• <b>CRM &amp; Professional Interactions:</b> Call notes, service records, meeting logs, digital forms.</li> <li>• <b>Third-Party Data:</b> Information from trusted service providers or public directories.</li> </ul>
<b>Consent Collection Methods</b>	<p>Consent is collected through:</p> <ul style="list-style-type: none"> <li>• Opt-in checkboxes (e.g. registrations, marketing forms)</li> <li>• Email confirmations and verbal consent (documented in CRM)</li> <li>• Tools such as DocuSign, Typeform, Salesforce</li> </ul> <p>You may withdraw consent at any time by contacting us.</p>
<b>Website Tracking &amp; Cookies</b>	<p>Our site uses tracking technologies:</p> <ul style="list-style-type: none"> <li>• <b>Essential Cookies:</b> Required for site functionality</li> <li>• <b>Analytics Cookies:</b> Measure website performance</li> <li>• <b>Advertising &amp; Tracking Cookies:</b> Personalise user experience</li> </ul> <p>You can disable cookies in your browser. Some features may be affected.</p>
<b>Third-Party Data Sharing</b>	<p>We may share information with:</p> <ul style="list-style-type: none"> <li>• CRM, analytics, IT service providers</li> <li>• Insurers, consultants, or cloud platforms (under contractual confidentiality)</li> <li>• Clients or project partners (if required for service delivery)</li> </ul> <p>All third-party vendors are bound by Australian privacy obligations and HealthOne standards.</p>

<b>Use &amp; Disclosure of Personal Information</b>	<p>We use data to:</p> <ul style="list-style-type: none"> <li>• Provide products or services</li> <li>• Respond to enquiries or communications</li> <li>• Support CRM and field engagement processes</li> <li>• Conduct internal analysis and service improvement</li> <li>• Comply with legal or regulatory duties</li> </ul> <p>Data is only disclosed where:</p> <ul style="list-style-type: none"> <li>• You've given consent</li> <li>• It's reasonably expected (e.g. in response to your request)</li> <li>• Required by law or to protect life, health, or rights</li> </ul>
<b>Data Retention &amp; Security</b>	<p><b>Retention Policy</b></p> <ul style="list-style-type: none"> <li>• <b>Client &amp; CRM data:</b> Kept for service continuity and legal recordkeeping (min. 7 years)</li> <li>• <b>Marketing data:</b> Retained until opt-out</li> <li>• <b>Web analytics data:</b> Retained for up to 2 years</li> </ul> <p><b>Security Measures</b> Data is secured via encrypted systems, internal access controls, and secure cloud storage. We routinely review systems and restrict access to authorised personnel only.</p>
<b>Breach Notification Policy</b>	<p>In the event of a data breach, affected individuals will be notified within 72 hours in line with legal requirements.</p>
<b>User Rights Under Australian Privacy Laws</b>	<p>You have the right to:</p> <ul style="list-style-type: none"> <li>• Request a copy of your data</li> <li>• Correct inaccurate information</li> <li>• Request deletion of data</li> <li>• Object to processing</li> <li>• Request data portability</li> <li>• Withdraw consent</li> </ul> <p>To exercise these rights, contact <b>reception@healthone.com.au</b>.</p>
<b>Complaints &amp; Contact Information</b>	<p>If you have concerns, contact:</p> <p>✉ <b>Email:</b> reception@healthone.com.au</p> <p>📍 <b>Address:</b> 906/6a Glen Street, Milsons Point, NSW 2061</p> <p>If unresolved, you may contact the <b>Office of the Australian Information Commissioner (OAIC)</b>.</p>

<b>Revision History</b>
-------------------------

Version Number	Author	Effective Date	Summary of Changes
1	<b>Title:</b> HR Manager	Jan 2020	<ul style="list-style-type: none"><li>• Policy updated</li></ul>
1.1	<b>Title:</b> Head of Operations	Feb 2024	<ul style="list-style-type: none"><li>• Policy &amp; format updated. Email and address updated</li></ul>
1.2	<b>Title:</b> Head of Operations	Feb 2025	<ul style="list-style-type: none"><li>• Added consent management section</li></ul>
1.3	<b>Title:</b> Head of Operations	June 2025	<ul style="list-style-type: none"><li>• Expanded scope (HCPs, partners, CRM, cookies).</li><li>• Added tort compliance</li></ul>