

## **Welcome to the fun legal area!**

Below is a detailed Privacy Policy stating how Danielle Marasco Naturopathy collects, stores, uses, and, cares for your personal and sensitive information.

In plain English, Danielle Marasco Naturopathy collects a variety of information from you from initial bookings to testing, and, during the course of your ongoing health management.

This information is stored securely, and all care is taken to ensure its privacy and safety. Danielle Marasco Naturopathy may where necessary share your information with other parties to best service your health needs. Those parties have their own privacy policies available from their websites as provided below.

Danielle Marasco Naturopathy has provided links to various websites that may utilise cookies and you may need to agree to the websites cookies policies. Danielle Marasco Naturopathy does not endorse or recommend, nor does it receive sponsorship from any of these other parties, and information provided below is for your information only and no responsibility is taken by Danielle Marasco Naturopathy for the accuracy of statements or claims made by these parties.

I take your privacy very seriously, and, if you have any questions or concerns about how your personal information is being handled, please do not hesitate to contact me.

Danielle Marasco Naturopathy complies with the Australian Privacy Principles set out in the *Privacy Act 1988 (Cth)* (Privacy Act).

## **PRIVACY POLICY**

### **Danielle Marasco Naturopathy**

#### **1. We respect your privacy**

- 1.1 Danielle Marasco Naturopathy respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

- 1.2 "Personal information" is information we hold which is identifiable as being about you.

## **2. Collection of personal information**

- 2.1 Danielle Marasco Naturopathy will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.
- 2.2 You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.
- 2.3 Additionally, we may also collect any other information you provide while interacting with us.

## **3. How we collect your personal information**

- 3.1 Danielle Marasco Naturopathy collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

## **4. How we store your personal information**

- 4.1 Danielle Marasco Naturopathy is committed to securely storing and handling your sensitive information.
- 4.2 Your personal and sensitive data is stored electronically, and hard copy.
- 4.3 The information you give in your intake form is stored in the clinic management service Cliniko. Personal information is stored in secure online services. (See Section 5). If you completed this form online prior to your initial consult. This is Cliniko's [privacy policy](#).

## **5. Cloud Storage**

- 5.1 Information you share via email or text message with me may be stored on my mobile phone, which has a security code. With your consent during the

consultation, Danielle Marasco Naturopathy may take photographs of your supplements, medications or test results for research purposes, or of you, in order to track treatment progress. These images are temporarily stored on my mobile phone, but will be moved to your encrypted file within 24 hours of the consult and then deleted from the phone. Photos taken on my iPhone are not uploaded to iCloud.

- 5.2 DANIELLE MARASCO NATUROPATHY use a service called Mailchimp to send electronic newsletters to you via email. If you subscribe to this list, your name and email address are stored on Mailchimp servers to enable me to communicate with you in this way. You can opt out at any time by clicking the 'unsubscribe' button at the bottom of emails. Please refer to Mailchimp's privacy policy for further information <https://mailchimp.com/legal/>
- 5.3.1 Danielle Marasco Naturopathy uses a clinic management service called Cliniko. (See 4.3)
- 5.3.2 Cliniko is a cloud based web application which stores your name, email address, phone number and other details you provide as part of the intake form if you book online, as well as case notes and health information including sensitive information (see Section 6). Please refer to Cliniko's privacy policy for further information <https://www.cliniko.com/policies/privacy/>
- 5.4 Third party testing, including, but not limited to, Naturopathic Services, [cite other 3<sup>rd</sup> Prt services]. These services may require information such as, name, date of birth, gender, presenting symptoms and other information relevant to your condition. Their use of your information is compliant with the Australian Privacy Policy, as stated on their websites.

## **6. Sensitive information**

- 6.1 Danielle Marasco Naturopathy understands that some personal information is particularly sensitive.
- 6.2 Danielle Marasco Naturopathy will only collect sensitive information by methods that are reasonably secure, such as:
- Through my intake form (completed online during the booking process or sent via email ahead of your first consult)
  - Via email, for example if you send me test results, or other information relevant to your health history
  - During a telephone, face to face or online consultation
- 6.3. The sensitive information Danielle Marasco Naturopathy asks you to provide may include:

- Your birth date, information about your medical history, family history, allergies and intolerances, current medications, supplements and diagnosed health conditions, so Danielle Marasco Naturopathy can provide you with a safe and effective naturopathic service.
- Information about the food and fluids you consume, as well as dietary and lifestyle preferences or habits, in order to understand factors influencing your health, and enable realistic and appropriate dietary and lifestyle recommendations as part of your treatment plan.
- Information about your physical wellbeing, such as blood pressure, pulse rate, temperature, weight, height, nail, tongue or iris data, to further inform my naturopathic understanding of your case, your treatment plan and ensure safety.
- We may discuss your emotional wellbeing at the consultation, in which case Danielle Marasco Naturopathy may record some of the emotions you're experiencing, to help track your progress and identify most appropriate treatment options, including any referrals.

## **7. Other's access to your information**

- 7.1 Only Danielle Marasco Naturopathy has access to sensitive material such as that disclosed during consultations.
- 7.2 Access to your medication schedule may be required by employees of Australian Health Products Pty Ltd, trading as, Go Vita Tuggerah, and employees, contractors, and/or agents for Danielle Marasco Naturopathy for the purposes of filling Naturopathic Prescriptions in accordance with [cite relevant act/code][hyperlink]
- 7.3 Personal information such as name, address, date of birth, phone number, and/or email may be accessed by employees of Australian Health Products Pty Ltd, trading as, Go Vita Tuggerah, and agents for Danielle Marasco Naturopathy for the purposes of creating, updating and/or confirming consultation appointments, mailing products and correspondence, and invoicing.

## **8. Your access to your personal information**

- 8.1 You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at [info@daniellemarasco.com.au](mailto:info@daniellemarasco.com.au)
- 8.2 We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

## **9. Use of your personal information**

- 9.1 Danielle Marasco Naturopathy may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.
- 9.2 Danielle Marasco Naturopathy may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

## **10. Disclosure of your personal information**

- 10.1 We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.
- 10.2 We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 10.3 We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Danielle Marasco Naturopathy, <http://www.daniellemarasco.com.au>, its customers or third parties.
- 10.4 Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.
- 10.5 If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
- 10.6 By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

## **11. Security of your personal information**

- 11.1 Danielle Marasco Naturopathy is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- 11.2 The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

## **12.Complaints about privacy**

- 12.1 If you have any complaints about our privacy practices, please feel free to send in details of your complaints to: Shop 2054, Westfield Tuggerah, 50 Wyong Road, Tuggerah, New South Wales, 2259. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **13.Changes to Privacy Policy**

- 13.1 Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

## **14.Website**

- 14.1 When you visit our website. When you come to our website (<http://www.daniellemarasco.com.au>) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.
- 14.2 Cookies. We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies, but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to

website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

- 14.3 Third party sites. Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Danielle Marasco Naturopathy is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of every website that collects personal identifiable information.

**Approved By:**

Danielle Marasco

Date: 12<sup>th</sup> October 2019

This website, [www.daniellemarasco.com.au](http://www.daniellemarasco.com.au) is owned and operated by Danielle Marasco, trading as, Danielle Marasco Naturopathy, ABN: 67 831 049 768. If you have any questions or need further information, please contact:

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