

Wellness Australia Group

Privacy Policy

Last updated: 9 October 2024

Wellness Australia Group ("WAG") is committed to safeguarding your privacy and ensuring the confidentiality of your personal information. This policy outlines how we manage your data in compliance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. Collection of Personal Information

We collect personal information in a variety of ways, including but not limited to:

- Directly from you during interactions (e.g., phone calls, emails, forms on our website)
- Through third-party services or publicly available sources
- Via cookies when using our website

We collect information such as your name, contact details (e.g., phone number, email), address, and other necessary data for providing our services. If sensitive information (such as health data) is required, it will only be collected with your consent.

2. Why We Collect Personal Information

We collect personal information for several purposes, including:

- Ensuring we can provide services in line with your needs
- Communicating with you about updates and new services
- Marketing and promotional activities about our services
- Compliance with our legal obligations

You may unsubscribe from marketing communications at any time by contacting us.

3. Use and Disclosure of Personal Information

Your personal information is used only for the purposes for which it was collected or in circumstances where you would reasonably expect such use. We may disclose your personal information to third parties, including:

- Our own service providers (IT, marketing, legal, etc.)
- Government bodies where required by law
- Any other party you have consented to

When we disclose your data to third-party providers, we ensure they implement privacy protections in line with those required under Australian law.

4. Security of Personal Information

We take reasonable steps to protect your personal information from misuse, loss, and unauthorised access. This includes the use of physical security for hard copy files, secure servers, encryption, and firewalls for electronic data.

Personal information is only retained for as long as necessary to fulfill its purpose or as required by law. After that period, we securely destroy or de-identify the data.

5. Access and Correction of Personal Information

You have the right to access and correct the personal information we hold about you. If you believe that the information we hold is incorrect or outdated, please contact us in writing. We will verify your identity and respond within a reasonable timeframe.

6. Anonymity and Use of Cookies

You have the right to interact with us anonymously or use a pseudonym where practical. However, providing personal information may be necessary to access some of our services and ensure you receive the appropriate service. Our website uses cookies to improve your experience, but you can modify your browser settings to disable cookies if desired.

7. Overseas Data Transfers

Some of our third-party service providers may be located overseas. When transferring data outside Australia, we ensure the recipients comply with APPs and take reasonable steps to protect your data in line with Australian standards.

8. Changes to This Privacy Policy

We may update this policy from time to time. The most current version will always be available on our website.

9. Complaints and Enquiries

If you have any concerns or complaints regarding our handling of your personal information, or if you would like to request access to your information, please contact us at:

Wellness Australia Group

GPO Box 31, BRISBANE QLD 4001

Email: info@wellnessaustraliagroup.com.au

Phone: 1300 209 420

We will address your concerns promptly and may refer you to the **Office of the Australian Information Commissioner (OAIC)** if you are not satisfied with our response.