

## Vision Interaction Privacy Policy as of 19<sup>th</sup> January 2023

- This Wix Website (**Site**) is operated by Vision Interaction

We are committed to protecting the privacy of all individuals who provide personal information to us, including the data recorded by our clients at **our wellness centre**

- We respect your right to privacy and are committed to safeguarding your personal information in accordance with the Australian Privacy Principles (**APPs**) set out in the Privacy Act 1988 (Cth) (**Privacy Act**).
- This policy outlines how and when we collect, use, share and store your personal information and applies to all personal information we collect through:
  - *the Site; and*
  - *our products and services.*
- By accessing or using the Site or any of our products or services (onsite or remotely), you indicate that you:
  - *have read and understood this policy; and*
  - *agree that your access to, or use of, the Site or any of our products or services indicates your consent to this policy.*
- If you have any questions about this policy, you can contact us via:

Email: [visioninteraction@hotmail.com](mailto:visioninteraction@hotmail.com)

### **What personal information we collect**

- **Personal information** is information or an opinion about an identified individual or an individual who is reasonably identifiable, whether or not the information is true or recorded in a material form.
- We collect and use Personal Information from clients or visitors of the Site, staff (actual or prospective), purchasers of our products or services, and any other individual who interacts with us.
- We collect and use different types of personal information depending on the type of dealing you have with us, which may include:
  - *your name, date of birth, address, phone number, email address and occupation.*
  - *information about the products or services you order or enquire about, including how the products or services are used.*
  - *your financial and payment information (such as credit card number and bank account details), method of payment and any additional information required for user authentication processes (**Order Information**); and*
  - *any other information relating to you that you provide to us, including the information you provide by email or telephone.*
- We may collect your sensitive information (as defined by the Privacy Act) if you choose to provide us with certain details when completing a 'new client' form.

## Collection

### Methods of collection

- We collect your personal information in several ways, including:
  - *through your use, or orders, of our products or services (and our records of these).*
  - *when you visit the Site or submit information through the Site, contact us, or complete any forms or documents for our products or services.*
  - *from third parties (which we discuss further in clause 2 of this policy); and*
  - *from publicly available sources of information.*
- The personal information we collect will track and enhance your use of the Site or our products or services and assist us in providing a better service to you.
- We will only collect personal information that is necessary for one or more of our functions or for a purpose outlined in this policy or otherwise disclosed to you.
- By providing your personal information to us, you acknowledge that you are authorised to provide such information to us.

### Collection from you

- When we collect personal information directly from you, we will take reasonable steps to notify you (using a collection notice) at, before, or as soon as practicable after, the time of collection.
- As a collection notice is specific to a particular collection of personal information, it will provide more specific information about our information-handling practices than this policy.
- This policy is subject to any specific provisions contained in our collection notices and the terms and conditions of any offers, products, and services. We therefore encourage you to read those provisions carefully.

## How we use your personal information

### Purposes of use and disclosure

- We only use and disclose your personal information for the purposes for which it is collected, and any other purposes permitted by law.
- In particular, we use your personal information to:
  - *better understand your needs.*
  - *maintain internal record keeping.*
  - *provide you with information and updates about our products or services, or the Site.*
  - *improve, develop, and manage our products, services, and the Site via direct marketing material.*
  - *operate, maintain, test, and upgrade our systems.*
  - *notify you of important changes to our Site; and*

- *notify you of opportunities and promotions we think you might be interested in, including new product or service offerings which we think you might find interesting.*
- We may also use your personal information:
  - *to customise the advertising and content on our Site.*
  - *to communicate with you and provide information that we think may interest or benefit you, including information about our products or services, the Site, offers, promotions, events, and surveys.*
  - *to charge and bill you for our products and services.*
  - *to verify your identity.*
  - *to conduct fraud, risk reduction and creditworthiness checks.*
  - *to perform research and analysis about our products, services, and the Site.*
  - *to comply with regulatory or other legal requirements,*
  - *for any purpose to which you have consented.*
  - *for any other purpose notified to you at the time of collection.*

## Disclaimer

- We will not disclose your personal information to any third party without your written consent, unless:
  - *we are required or authorised by law.*
  - *we are permitted to under this policy; or*
  - *such disclosure is, in our opinion, reasonably necessary to protect our rights or property, avoid injury to any person or ensure the proper functioning of the Site.*

Note: This policy only covers the use and disclosure of information we collect from you. The use of your personal information by any third party is governed by their privacy policies and is not within our control.

## Storage and security

### Protecting your personal information

- We take reasonable steps in the circumstances to keep your personal information safe and secure. We use a combination of technical, administrative, and physical controls to protect and maintain the security of your personal information (eg we use SSL encryption in relation to personal information uploaded to our website).

### No guarantee

- The transmission of information via the internet is not completely secure. While we do our best to protect your personal information, we cannot guarantee the security of any personal information transmitted through the Site.
- You provide your personal information to us at your own risk, and we are not responsible for any unauthorised access to, and disclosure of, your personal information.

## **Destruction of personal information**

- Subject to clause 3(b), we will destroy or de-identify personal information where it is no longer required, unless we are required or authorised by law to retain the information for seven years as per NSW, VIC., and the ACT.
- These laws include a minimum timeframe for keeping medical, health and wellbeing records. For example, for an adult, the minimum timeframe is seven years from the date of the last entry in the patients/client's record. For anyone under 18, the minimum timeframe is until that person is 25 years of age.

## **Direct marketing**

- We may use your personal information to send you information, including about our product and service offerings, where you have provided your consent (expressly or impliedly) for us to do so or we are permitted to do so by law.
- We may send this information to you via the communication channels specified at the time you provide your consent. These communication channels may include mail or email, SMS telephone, social media or by customising online content and displaying advertising on our Site.
- These communications may continue, even after you stop using our products or services.
- You can opt out of receiving these communications by:
  - contacting us; or
  - using the unsubscribe function in the email or SMS.
- You may re-subscribe at any time by re-registering.

## **Links to other sites from our Site**

- Our Site may contain hyperlinks or banner advertising to or from third-party websites
- We only endorse certain third parties and their websites with whom we have an alliance with or are an affiliate with.
- We do not endorse any other third parties, their products or services, or the content on these websites.
- All of these websites are not subject to our privacy standards, policies, and procedures. Therefore, we recommend that you make your own enquires about their privacy practices.
- We are in no way responsible for the privacy practices or content of these third-party websites.

## ***Cookies and other technologies***

- We may collect information when you access and use our Site by utilising features and technologies of your internet browser, including cookies, beacons, tags and scripts. A cookie is a piece of data that enables us to track and target your preferences.
- The type of information we collect may include statistical information, details of your operating system, location, your internet protocol (IP) address, the cookies installed on your device, the date and time (including time zone) of your visit, the pages you have accessed, the links which you have clicked on and the type of browser that you were using.
- We may use cookies, beacons, tags, and scripts to:
  - enable us to identify you as a return user and personalise and enhance your experience and use of our Site; and
  - help us improve our service to you when you access our Site and to ensure that our Site remain easy to use and navigate.
- Most browsers are initially set up to accept cookies. However, you can reset your browser to refuse all cookies or warn you before accepting cookies.
- If you reject or disable our cookies or similar technologies, you may still use the Site but may only have limited functionality of the Site.
- We may also use your IP address to analyse trends, administer the Site and other websites we operate, track traffic patterns, and gather demographic information.
- Your IP address and other personal information may be used for credit fraud protection and risk reduction.

## ***Access***

- We use our reasonable endeavours to keep your personal information accurate, up-to-date, and complete.
- You have the right to access any personal information we hold about you, subject to some exceptions provided by law.
- You can access, or request that we correct, your personal information by writing to us. We may require proof of identity.
- If we do not allow you to access any part of your personal information, we will tell you why in writing.
- We will not charge you for requesting access to your personal information but may charge you for our reasonable costs in supplying you with access to this information.

## Consent

- You acknowledge and agree that we, our Authorised Affiliates and each of their officers, employees, agents, and contractors are permitted to collect, store, use and disclose your personal information in accordance with this policy and the Privacy Act.

## Changes to the policy

- We may change this policy from time to time at our discretion.
- Any revised policy will be posted on our Site and effective from the time of posting.
- Your continued use of our products, services or the Site following the posting of any revised policy indicates your acceptance of the changes to the policy.
- You should regularly check and read the policy.

## Further information

- Further information about Australian privacy law is available from the Office of the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au).

## Complaint

- If you have any issues about this policy or the way we handle your personal information, please contact us using the details above at section 1(f) and provide full details of your complaint and any supporting documentation.
- At all times, privacy complaints:
  - will be treated seriously.
  - will be dealt with promptly.
  - will be dealt with in a confidential manner; and
  - will not affect your existing obligations or your commercial arrangements with us.
- Vision Interaction will endeavour to:
  - respond to you within 10 business days: and
  - investigate and attempt to resolve your concerns within 30 business days or any longer period necessary.

**Last updated: January 2023**