

Privacy Policy & Information

Active Remedial Massage WA

Commitment to Privacy: Active Remedial Massage WA is committed to protecting your privacy when collecting and handling your personal information.

Collection of Personal Information: Active Remedial Massage WA only collects personal information necessary for us to carry out our services and treatments or by telephone and mail; to provide you with information you have requested from us; to provide you with information about special offers, pre-publication specials and new services offered by Active Remedial Massage WA. The types of personal information that Active Remedial Massage WA collects generally include your name, telephone number, mailing address, email address and a general medical history. If it is reasonable and practicable to do so, we will collect personal information directly from you. We may collect personal information when you deal with Active Remedial Massage over the phone, when you send us correspondence (such as letters and emails), when you submit queries and other forms on our website and when you request information.

Use and Disclosure of Personal Information: Active Remedial Massage WA does not sell or rent your personal information to any third party without your permission. Active Remedial Massage WA will use and disclose your personal information for the purpose of our business or other purposes related to that purpose such as marketing and where you consent to such disclosure.

Personal information that you submit to Active Remedial Massage WA may be used and disclosed by Active Remedial Massage WA to the extent authorised by you or as reasonably required in connection with the operation of our business and in compliance with applicable laws. Active Remedial Massage WA may disclose personal information it collects to third party organisations such as contractors who assist Active Remedial Massage WA in the operation of its business and to enable those contractors to perform functions on behalf of Active Remedial Massage WA. For example, your personal information may be supplied to mailing houses to enable the delivery of our mail order Flyers to you. Personal information may also be supplied to third parties to allow credit card payment authorisation, marketing and promotions. Where information is disclosed to such third parties we will prohibit the third party from using

your personal information except for the specific purpose for which we supply it.

Quality and Security of your Personal Information: Your personal information is protected from misuse and loss and from unauthorised access. Only authorised employees are permitted to access personal information. All employees must comply with our Privacy Policy and those who violate it may be subject to disciplinary action.

We will take reasonable steps to implement and maintain security precautions and endeavour to prevent unauthorised access to, disclosure or use of submitted information. However, as no data transmission over the Internet is 100% secure Active Remedial Massage WA is unable to guarantee that unauthorised access to submitted information will not occur, either during transmission of that information or after we receive that information. Active Remedial Massage WA takes reasonable steps to destroy or permanently de-identify any personal information it no longer requires.

Online booking system called 'Cliniko': The online booking system makes it super-easy to book appointments. You do not need to log in. Patients enter basic information while booking appointments and Cliniko will either create a new patient, or link the appointment to an existing patient if the match is found. This system enables you to make bookings 24/7. The bookings page is linked from Active Remedial Massage WA's website and it's the only page shared with the public. New bookings are synchronised with the Cliniko appointment calendar. Everyone love's this! No username or password to remember, the easiest online booking system!

Changes to Privacy Policy: Active Remedial Massage WA's information practices and Privacy Policy will be monitored and, if necessary, revised from time to time.

Complaint Process: Active Remedial Massage WA is committed to dealing quickly and confidentially with any complaint you make about your privacy in relation to the way Active Remedial Massage WA collects, uses, discloses, handles or holds your personal information.

If you are concerned that this Privacy Policy may have been breached or that your privacy may have been compromised please phone or email us at:

Email: admin@activeremedialmassage.com.au.

Telephone: +61 (08) 9221 1103

Mobile: +61 (0) 423341850.

Thanking you for your business with Active Remedial Massage WA.