

Privacy Policy

1. We respect your privacy

RunSmarter Physiotherapy (ABN- 135 421 430 52) respects your right to privacy. This policy sets out how we collect and treat your Personal Information.

RunSmarter Physiotherapy is bound by the National Privacy Principles (until 11 March 2014) and the Australian Privacy Principles (from 12 March 2014) in the *Privacy Act 1988* (Cth).

“Personal Information” is information or an opinion (including that information contained within a database, whether true or not, and whether recorded in material form or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

2. What Personal Information we collect

We may collect the following types of Personal Information from you:

- name;
- address;
- phone number;
- fax number;
- information about the goods or services you have ordered;
- information from enquiries you have made;
- communications between us;
- credit card information;
- email addresses; and
- company details including your business title and department.

When you come on to our website 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.

Similarly, we use cookies to store details about your use of the site and to identify you when you come back to the site. We use cookies to improve the experience of people using our website.

3. How we collect your Personal Information

We only collect Personal Information by lawful and fair means.

We collect 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. If we collect Personal Information about you from third parties we will inform you. If we receive Personal Information about you that we have not requested, and which we determine we could not lawfully have collected from you had we requested it, we will destroy or de-identify the information if it is lawful and reasonable to do so.

You have the right to refuse to provide us with Personal Information. If you do so, we may be unable to provide you with some of the services offered.

4. Use of your Personal Information

We use your information to provide our services to you. We also use it to improve our service and to notify you of opportunities that we think you might be interested in. We do not provide your Personal Information to third parties, except that we may provide your information to our business partners who assist us in the provision of our services to you.

We will only use your Personal Information for services related to enhancing the quality of your conference experience, and our business relationship with you.

We may use your Personal Information to provide you with information about services or products, including those of third parties, that we believe may be of interest to you.

You may opt out at any time if you no longer wish to receive marketing information. In order to do so, you can request that we no longer send marketing materials to you by "unsubscribing" from email marketing messages.

5. Disclosure of your Personal Information overseas

There is no disclosure of your Personal Information overseas.

We may disclose your Personal Information to:

- organisations responsible for provision of offered services;
- companies which are related bodies corporate of RunSmarter Physiotherapy or to the conference/event organiser;
- employees, agents, contractors, financial lenders and external advisers (such as lawyers, auditors, accountants, mailing houses, market research consultants and promotional agencies) of ours,
- unless you have asked us not to, select organisations with which we deal and which, in our assessment, may offer services or products to you, which may be of benefit to you, and
- government or regulatory authorities, where required or permitted by law.

We take all reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations with respect to the protection of your Personal Information.

6. Security of your Personal Information

We take reasonable steps to protect your Personal Information. We are not liable for any unauthorised access to this information. We will notify you of any breach of security, which may result in unauthorised access to your information.

Where we no longer require your Personal Information (including where we are no longer required by law to keep records relating to you), we ensure that it is destroyed or de-identified.

7. Access to your Personal Information

You can access and update your Personal Information by contacting us at RunSmarter Physiotherapy PO BOX-415, Round Corner, NSW 2158 We may charge a reasonable administration fee for this access. We will respond to any request for your Personal Information within a reasonable time.

If we refuse access, we will provide you with a written notice, which sets out the reasons for the refusal. For example, you may not obtain access to information relating to existing or anticipated legal proceedings between you and us, where the request for access is frivolous or vexatious, where access might threaten the privacy of others or where access would be unlawful or prejudicial to law enforcement.

We take reasonable steps to make sure that the Personal Information that we collect, use or disclose is accurate, complete and up-to-date.

However, if you believe that your information is incorrect, incomplete or not current, you can request that we correct or update your Personal Information by contacting us.

We will deal with your request to correct your Personal Information within a reasonable time. If we do not agree with the corrections that you have requested, we are not obliged to alter your Personal Information accordingly. However, where we refuse to correct any Personal Information as requested by you, we will give you a written notice which sets out the reasons for our refusal.

8. Complaints about privacy

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to The Privacy Officer, RunSmarter Physiotherapy, PO BOX- 415, Round Corner, NSW 2158 We take complaints very seriously and will respond shortly after receiving written notice of your complaints.

9. Changes

Please be aware that we may change this Privacy Policy in the future. The revised versions will be uploaded onto our website, so please check back from time to time.

10. Contact Details

You can contact us:

- by mail at RunSmarter Physiotherapy, PO BOX- 415, Round Corner, NSW 2158
- by telephone on 0435 386 227
- by email at info@runsmarterphysio.com.au

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