

Your Privacy is extremely important. Emi Anzu Pty Ltd ACN 615 523 914 trading as The Healing Stone (The Healing Stone) is committed to providing you with the best personalised and friendly experience to each guest, client and employee. In doing so, we respect your privacy and are bound by the [Privacy Act 1988](#), which sets out a number of principles concerning the privacy of individuals as well as the [Australian Privacy Principles](#) (APPs). This Privacy Policy relates to both use of The Healing Stone website (<https://www.healingstone.com.au/>) and the treatment services provided by The Healing Stone.

Please note that any reference made to “we”, “our” or “us” refers to The Healing Stone.

Collection of your personal information

We collect personal and health information for reasons that include:

- communicating with you;
- enabling us to provide services to you;
- responding to your request for information about our services;
- sending statements and invoices to you;
- collecting payments from you;
- marketing our services to you;
- dealing with complaints and consumer guarantees;
- developing, managing, and administering our services; and
- complying with our legal obligations.

This personal and health information may be obtained from you directly, for example, in person during a massage treatment, over the phone, by email, or through our website. We may also collect information from third parties and public sources.

The type of personal and health information we collect includes:

- Your name, address, telephone numbers, e-mail address, date of birth;
- Payment information, transaction information, bank account details, credit card details; and
- Other health and information about you such as a record of your symptoms, your relevant medical history, the diagnosis made and the treatment decisions made. Other information could include:
 - Doctor’s report;
 - Your prescriptions; and
 - Other information for the purpose of providing care to you.
- Lifestyle and hobbies;
- Internet Protocol (“IP”) address, server address, domain name, information about your browsing activity;
- Information contained on identification documents; and
- Other details that may be required to conduct our services including your health and medical history.

Use of personal information

We collect personal information that is necessary to provide you with the best possible health care to communicate with you and others involved in your care in relation to those services and to maintain a high level of quality customer service. Where necessary, such as in correspondence with your GP or other health professional, your health information may also be used for ongoing management and care.

Other than for the purpose for which you have provided us with your personal information and health information, we may also use it for other related purposes or as permitted or required by law. Such relating purposes include:

- issuing receipts
- responding to your comments or questions
- providing you with marketing material such as our newsletter (if you opt-in to receive such information)

We may disclose your personal information to the extent that we are required to do so by law or connection with any legal proceedings or prospective legal proceedings involving us.

We may disclose your personal information to overseas suppliers and delivery agents to enable services to be supplied and delivered to you. For example, some of our third-party providers use cloud storage for personal, financial and health data which may be stored in Australia or offshore. Otherwise, we will only disclose your personal information to an overseas recipient when requested to do so by you.

Disclosure of personal information

We may share any personal information you have provided us during your treatment as deemed reasonably necessary for your ongoing care and as outlined in your signed consent form.

Workers' Compensation: We may disclose your health information as necessary to comply with Workers' Compensation Laws.

Any personal information you provide us may also be disclosed, if appropriate, to third parties who provide services on our behalf, such as but not limited to handling customer support enquiries, outsourcing administrative tasks and providing booking and patient management platforms. Those companies will be permitted to obtain only the personal information they need to deliver the service they have been hired to perform on our behalf. We may disclose your personal information if required by law.

Our suppliers are required by us to comply with the Australian Privacy Principles. We have confidentiality agreements in place with many of our service providers and external agencies who handle personal information that we provide to them. We will only disclose your personal information for the purposes for which it was initially collected, other than directly related purposes or purposes to which you have otherwise consented.

Your Health Information Rights

- You have the right to request restrictions on certain uses and disclosures of your health information. Please be advised, however, that we are not required to agree to the restriction that you requested, such in the case that it conflicts with any of the above.
- You have the right to have your health information received or communicated through an alternative method or sent to an alternative location other than the usual method of communication or delivery, upon your request.
- You have the right to inspect and copy your health information.
- You have a right to request that we amend your protected health information. Please be advised, however, that we are not required to agree to amend your protected health information. If your request to amend your health information has been denied, you will be provided with an explanation of our denial reason(s) and information about how you can disagree with the denial.
- You have a right to receive an accounting of disclosures of your protected health information made by us.
- You have a right to a paper copy of this notice of privacy policy at any time upon request.

Security

We store your personal information in different ways, including in paper and electronic form. The security of your personal information is important to us. We are committed to protecting your data. We take commercially reasonable steps to ensure your personal information is protected from misuse, loss, interference and unauthorised access, modification or disclosure. For example, whenever we ask for your financial details online, we use security-encrypted response forms and your information is held in secure servers.

However, data protection and security measures are never completely secure and, despite the measures we have put in place, we cannot guarantee the security of your information. You must take care to protect your personal information (for example, by protecting any usernames and passwords) and you should notify us as soon as possible of any security breaches. If you do not wish to pay your appointment fee online, please contact us to arrange for an alternative payment method.

Cookies

When you visit our website, we will collect and store your computer's assigned IP address, the date and time of your visit, the information accessed and the referring page. We will also collect other non-

identifying data for statistical purposes. This information is not linked to your personal information unless required by law.

Like many websites, our website may use 'cookies' from time to time. Cookies are small text files that the website transfers to your computer through your web browser to enable the website's systems to recognise your computer. Cookies may also be used to record non-personal information such as the date, time or duration of your visit, or the pages accessed, for website administration, statistical and maintenance purposes. Any such information will be aggregated and not linked to particular individuals unless required by law. You have the ability to accept or decline cookies by modifying the settings in your browser. Please note that some parts of the website may not function fully for users that disallow cookies.

Third party links

Our website may contain hypertext links to other third-party websites. We are not responsible for the privacy practices or the content of such websites, which are governed by the privacy policy of third parties. We are not in a position to verify the accuracy of the information or any claims made by third parties.

Access to your personal information:

You may seek access to the personal information we hold about you. We may restrict access where we are required or permitted to do so by law.

Accuracy, completeness and up-to-date information:

We will take reasonable steps to ensure that the personal information we hold is accurate, complete and up to date. You may contact us to update your personal information or tell us that the personal information we hold about you is inaccurate, incomplete or out-of-date.

Changes to this Privacy Policy

We reserve the right to make changes to our Privacy Policy at any time. We may update this Privacy Policy by posting an updated version on our website (<https://www.healingstone.com.au/>).

Contacting us

We welcome your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please email tenku@healingstone.com.au.