



# Privacy Policy

## 1. We respect your privacy

Acacia Therapy respects your right to privacy and this policy sets out how we collect and treat your personal information.

“Personal information” is information we hold which is identifiable as being about you.

## 2. What personal information we collect

We may collect the following types of personal information from you:

- name
- address
- phone number
- fax number
- email address
- information from enquiries you have made
- diagnosis
- communications between us

## 3. How we collect your personal information

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.

Any unsolicited personal information provided by a third party will be destroyed, unless it directly relates to your treatment or the impacts on the interventions available to you. In this situation, you will be informed of all the gathered information.

## 4. Use of your personal information

We use your information to provide our service 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 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, for example, funding applications and equipment suppliers.



## **5. Disclosure of your personal information overseas**

We will not disclose your personal information to people or businesses outside of Australia.

## **6. Security of your personal information**

We take reasonable steps to protect your personal information. However we are not liable for any unauthorised access to this information.

## **7. Access to your personal information**

You can access and update your personal information by contacting us at [info@acaciatherapy.net](mailto:info@acaciatherapy.net).

## **8. Complaints about privacy**

If you have any complaints about our privacy practices, please feel free to send in details of your complaints to [info@acaciatherapy.net](mailto:info@acaciatherapy.net). We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **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.