PRIVACY POLICY

Evisen Pty Ltd provides a number of professional and health care services. We do not collect Personal Information about you when you visit our website www.evisen.com.au, unless you book an appointment or make an enquiry. Our Esoteric Healing Clinic does collect private information, only when provided to us by you.

We understand that your privacy is important to you and that you care about how your personal data is used and shared online, so we treat your personal information with respect. This policy sets out how we attend to privacy and data protection. It pertains to how we treat private information of our clients and visitors to our website.

We comply with Australian law and regulations including the Australian Privacy Principles (external site) and the *Privacy Act 1988 (Cth)* (external site).

By using our services you consent to the collection, storage, use and disclosure of your personal information in accordance with this Privacy Policy.

INFORMATION ABOUT US

Our site is owned and operated by Evisen Pty Ltd, a company registered in Australia with ACN 154 260 876 whose registered address is at Unit 4, 98 Joseph Ave, Moggill, QLD, 4070.

Our Data Protection Officer is Greg Hall, and can be contacted by email at greg@evisen.com.au, by telephone on 0407655414, or by post at P O Box 134, West Ryde, NSW, 1685.

SUMMARY

- We only collect personal information you have consented to provide, and you may withdraw your consent at any time. You can contact us at any time using the details provided.
- We are committed to acting promptly and respectfully to any request you have to view, amend or delete any personal information we hold about you, and equally any request to join or withdraw from any mailing lists we manage.
- We will not sell your personal information to a third party and will only share your personal information without your consent in response to requests by law enforcement agencies.
- We will not send you marketing or service information material unless you have given us permission to do so.

- Any marketing and service information material we send to you (after you have consented to receiving it) will contain an opt out 'unsubscribe' option that you can select at any time you elect to be removed from our mailing list.
- We will protect your personal information. In order to prevent unauthorised access or disclosure we have put in place robust physical, electronic and managerial procedures to safeguard and secure the information we collect both online and offline.
- We will retain your information for only as long as is necessary.
- We review our Privacy Policy regularly and any updates will be posted on this page. We encourage you to check back to this page to view amendments. We will post the date of release of the version of the policy.

INFORMATION WE COLLECT

We collect the following Personal Information as provided by you:

When you contact us via our website to make an appointment or an enquiry:

- We will collect the email address you nominate and any other identifying information you provide, such as a name or phone number, or any other information provided to us by your choice.

At the time of the consultation in our Clinic, we collect information you provide to us in the Client Consent Forms, for the purpose of the consultation:
This includes:

- Personal details such as name and date of birth
- Contact information
- Health history

COMPLIANCE WITH THE LAW

We only will disclose your personal information without your consent where required to do so by law or subpoena or if we believe that such action is necessary to comply with the law or the reasonable requests of law enforcement in line with legislation.

HOW WE USE THE INFORMATION YOU PROVIDE TO US

Our use of your information may include the following:

- We will gather the information you provide us as a foundation for your Clinic Treatment.
- We may also use anonymised IP address information as part of website analytics (Google Analytics), however this is not traceable to an individual.
- We may use your information to allow you to purchase products or services and for us to deliver them, as well as to answer your enquiries, resolve complaints and communicate the same to you.
- We also may use your information to provide you with information about any product or service you may have purchased or registered for.

In addition, we may use the information provided to us for:

- Internal record keeping
- Internal general administrative purposes
- Periodically sending emails (not of a marketing nature) using the email address which you have provided.

If you make a payment for any products or services and pay by credit card, your credit card information will be used only for payment processing and fraud prevention. This information is not used for any other purpose and not retained by us after processing any payment.

WEBSITE

When you access our website, anonymous technical information may be collected about your activities on the website. This may include information such as the type of browser used to access the website and the pages visited. This information is used by us to make decisions about maintaining and improving our websites and online services. This information remains anonymous and is not linked in any way to Personal Identification details.

SECURITY

We will take all reasonable steps to ensure that your personal information is stored securely and is protected from misuse and loss and from unauthorised access, modification or disclosure. We limit access to personal information to properly authorised staff within the organisation and ensure that those who do have access respect the privacy of personal information that they are handling. Authorised access to personal and sensitive information is conducted within a 'need to know' principle.

Personal/sensitive information is only accessed by those staff members who need it to carry out their duties. When you enter your details online, they may only be viewed by the staff who have authorised access to the database.

In line with our policy of ensuring a high level of care and protection for any personal information we may hold about you, Evisen Pty Ltd has an ongoing commitment to periodically briefing staff on their obligations and responsibilities with digital security and to ensure they are made aware of the best practices for use of common technologies like email.

We will retain the information you provide to us only as long as is necessary to provide you with the services you requested from us and to comply with legal requirements.

If we no longer require your personal information for any purpose, including legal purposes, we will take reasonable steps to securely destroy or de-identify your personal information.

It is your responsibility to advise us should either your health situation or your personal details change so that your record is kept up to date (see 'Correcting your personal information', below).

LINKS TO OTHER SITES

Our website may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit as Evisen Pty Ltd is not responsible for how other organisations handle privacy and data protection.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

CHILDREN'S PRIVACY

We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us. If we discover that a child under 13 has provided us with personal information, we will delete such information from our servers immediately. If you are a child over 13 and under the age of 16, you must seek the consent of your parent/legal guardian before giving us any personal information about you.

HOW TO CONTROL YOUR PERSONAL INFORMATION

You have rights in relation to your information, which are important to us. These include the right to be informed, right of access, right to rectification, right to be forgotten, right to restrict processing, right to data portability, right to object, and right to not be subject to automated decision-making including profiling.

We will not sell, transfer, rent or lease your personal information to any third parties. We will not share your personal information with any third party without your permission unless required by law enforcement action or subpoena.

In addition, we may be required to disclose your personal information to third parties in the course of providing, managing and administering our services, which may include disclosure to the following:

1. Any people employed or contracted by or volunteering their services to Evisen Pty Ltd;
2. Government and regulatory agencies;
3. Lawyers, auditors and/or other advisors engaged by Evisen Pty Ltd or acting on Evisen Pty Ltd's behalf;
4. Where disclosure is required by law;

5. Where disclosure is reasonably necessary to prevent a threat to the life or health of any individual or prevent the commission of a serious crime.

Personal information may also be disclosed to anyone to whom you have given written and signed consent to have access to this information (e.g. a solicitor, accountant or a person who has authority to act as your attorney).

REQUESTS, COMPLAINTS, QUESTIONS AND CORRECTIONS

Should you feel that any information we hold about you is incorrect or incomplete please email us (using the email address given below) and we will correct it. We may at our discretion request further information from you to confirm your identity.

You may request access to Personal Information about you that we hold and you may also make a complaint about our handling of your Personal Information. These services are free of charge.

In a very few cases we may be unable to give you access to certain information for example where:

1. we no longer hold or use the information;
2. providing access would have an unreasonable impact on the privacy of others;
3. we consider the request to be vexatious;
4. providing access would be unlawful;
5. the information relates to existing or anticipated legal proceedings;
6. providing access would prejudice or be likely to prejudice the prevention, detection, investigation and prosecution of unlawful activity;
7. disclosure would pose a threat to the life or health of any individual.

If we refuse your request, we will tell you the reason why. If we are not required to provide you with access to the information requested, we will consider, if reasonable, whether the use of a mutually agreed intermediary would allow sufficient access to meet your needs and ours.

If you have any questions, concerns or complaints about how we process your personal information, please contact:

Evisen Pty Ltd

Contact: Greg Hall

Ph: 0407 655 414

Email: greg@evisen.com.au

Evisen Pty Ltd will respond to a client's request, complaint or question within a reasonable time (7 to 30 days), depending on the nature of the request.

Once you have contacted us in relation to your concerns, if you are not satisfied with our response, or if you do not feel your complaint has been resolved, you are able to seek advice from the Office of the Australian Information Commissioner at https://www.oaic.gov.au or 1300 363 992.

AMENDMENT OF THIS POLICY

We may amend this policy from time to time. Any amended form of this policy will be updated on our website, and we will include the date at which the policy was updated. We encourage you to check back to this page to see amendments.

Policy date as amended : August 2018