

Zephyra Apothecary

Privacy Policy



Last Updated: 28/06/2024

At Zephyra Apothecary, we are committed to protecting the privacy and confidentiality of your personal information. This privacy policy outlines our practices concerning the collection, use, and disclosure of personal information provided by our clients in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Amendment (Private Sector) Bill 2000.

1. Collection of Personal Information

We may collect personal information from you for the purpose of providing healthcare services. The types of personal information we may collect include:

- Name
- Contact details
- Health information
- Medical history
- Lifestyle information
- Billing and payment information

We will only collect information that is necessary for the provision of our services and will do so by lawful and fair means.

2. Use of Personal Information

We will only use your personal information for the purposes for which it was collected, including:

- Providing healthcare consultations and treatments
- Managing appointments and scheduling
- Billing and processing payments
- Communicating with you about our services
- Responding to your inquiries

3. Disclosure of Personal Information

We may disclose your personal information to third parties in certain circumstances, such as:

- When required by law
- With your consent
- To health professionals involved in your care (with your consent)
- We will take reasonable steps to ensure that any third party to whom we disclose your personal information complies with the APPs.

4. Security of Personal Information

We are committed to protecting the security of your personal information. We will take reasonable steps to safeguard your information from unauthorised access, disclosure, alteration, or destruction.

5. Access to and Correction of Personal Information

You have the right to request access to the personal information we hold about you. If you believe that any information we hold is inaccurate or incomplete, you may request its correction.

6. Cookies and Website

We may use cookies on our website to enhance your browsing experience. These cookies do not collect personal information unless expressly provided by you.

7. Changes to this Privacy Policy

We may update this privacy policy from time to time to reflect changes in our practices. The updated policy will be posted on our website.

8. Contact Us

If you have any questions about our privacy policy or the handling of your personal information, please contact us via email
support@zephyra-apothecary.com.au