

Privacy Policy

Exordium Health is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information and Sensitive Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

What Personal or Sensitive Information do we collect from you?

"Personal Information" is information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. "Sensitive Information" includes information about your health.

If you do not provide us with your Personal or Sensitive Information for the purposes set out in this Privacy Policy, we may be unable to carry out the services or provide the goods as requested by you, communicate with you or otherwise conduct transactions with you.

The types of Personal Information generally collected by us include:

- your name and address
- mobile and telephone numbers, and email address
- your date of birth
- credit card or bank account details

Personal Information is collected when you provide documentation to us containing such Personal Information, including when you complete a Client Agreement and a Pre-Activity Questionnaire. Personal Information is also collected in the course of providing services to and communicating with you.

The types of Sensitive Information generally collected by us include information relating to:

- your health,
- your weight and body measurements,
- your medical history,
- whether you smoke or are pregnant,
- whether you are on any medication and
- other health related information that is necessary to properly advise you about fitness training, diet or mental health services.

As a client of Exordium Health, we may also collect the following:

- information you post in the form of messages, conversations, or contributions to discussions exchanged with Exordium Health or in relation to services provided
- Sensitive Information you track or post in the form of weight, measurements, mood, journals, food and exercise or images
- information we may receive relating to communications you send us, such as queries or comments concerning our services

Exordium Health uses the collected information for the following general purposes:

- to enable us to provide the services to you
- to verify transactions you make and for billing, security, and authentication
- to contact you about your account and provide support
- to keep you informed of information about our Services we think you may find useful or which you have requested from us, provided you have indicated you would like to be contacted for these purposes

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Exordium Health will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available upon request.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Exordium Health

info@exordiumhealth.org

0425 748 644 or 0425 801 772