
Sprout Lactation and Infant Support

PRIVACY POLICY



Privacy Policy

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Aims.

We understand that your personal information is important to you, and is therefore important to us. We are committed to dealing with your personal information in accordance with the Australian Privacy Principles as outlined in the *Privacy Act 1988* and the Code of Professional Conduct of the International Board of Lactation Consultant Examiners (IBCLE), and in an open and transparent manner.

By using our website, engaging in our services, or agreeing to our Terms and Conditions, you consent and agree to our collection of your personal information and use and disclosure of it pursuant to our Privacy Policy.

Our Privacy Policy deals with the collection and use of personal information you provide to us through your dealings with us through our website or services.

We reserve the right to alter, modify, remove or add to any clauses of this Privacy Policy at any time at our discretion. You should review the Privacy Policy from time to time to ensure that you are up to date with any changes to the Privacy Policy.

Definitions:

Engaging in our services includes the use of our website and booking lactation and infant support services.

Sprout, us and we means Sprout Lactation and Infant Services ABN 60652722314

References to **information** includes personal information.

Policy refers to this Privacy Policy.

You means you, our client, or any users of our website or services.

Purpose of collection of personal information:

We are required to collect your personal information to enable us to supply you with our products and services and conduct our business, which includes but is not limited to:

- providing advice;
- confirming any relevant details about the property, the issues, the work;
- billing for our products and services;
- maintaining our customer databases;
- establishing and maintaining our relationship with you;
- improving our products and services;
- complying with our legal obligations or exercising our legal rights;



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We may also use your personal information for directing marketing purposes, to operate and improve the functionality of our website and services, or for any other reasonably expected purposes.

What is “Personal Information”?

“Personal information” is any information which identifies the client or individual, or can reasonably be expected to identify the client or individual. This includes, but is not limited to:

- names;
- addresses;
- email addresses
- dates of birth;
- telephone numbers;
- bank account details;
- gender;
- occupation;
- geo-location, device and internet connection details, etc;
- details of the products and services we provide to you including those you have enquired about;
- your use of our website;
- credit card and banking information.

Quality and accuracy of information:

To continue to provide excellent products and services, we need to maintain accurate, complete and up-to-date information. To that extent, you agree to ensure that the information provided by you as requested by us is accurate and up-to-date. From time to time, we may request that you advise us of any changes to your personal information.

In certain circumstances, you are otherwise permitted to use a pseudonym or withhold your identification.

Correction of your personal information:

Should you become aware that the data we hold regarding your personal information is incorrect or inaccurate, you may request us to correct that information, and we will reasonably endeavour to correct any such information as soon as practicable.

Access to your personal information.

You may request access to the information we hold which relates to you at any time by sending us a written request.



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If we are required to access information held in archives, or incur any like expense, we may charge you a reasonable fee to cover such costs of providing the requested information.

We will endeavour to act on your requests as soon as practicable and within 30 days of your request. However, you agree that some requests for access may encounter delays depending on the nature of the request.

In some instances, we are not required to release the requested information to you. These instances include where we are prevented from releasing the information due to law or legal proceedings.

Additionally, in cases where we are unable to provide you with access to the requested information, such as where it is not possible or impracticable, we may decline to provide you with access to the information, and we will advise you as to our reasons for the declination.

How do we collect your personal information?

Usually, your consent to the collection of your personal information is required in writing. However, in some circumstances we are permitted to accept your verbal or implied consent to the collection of your information.

We may collect personal information from you:

- directly through completion of our forms, online collection, online forms, provision during your conversations and correspondence to us, interactions with us and our advertising, and instructions from you;
- through conducting an interview with you;
- from a third party, such as your representatives;
- through business referrers;
- from publicly available sources;
- through our website, including any uses of cookies.

If we receive personal information about you that has not been collected directly from you, or you may not be aware that your information has been disclosed to us, we will notify you of the disclosure, if reasonable and practicable for us to do so.

If we receive unsolicited personal information about you not encompassed above, we will ensure to destroy or de-identify that information.

How we will deal with your personal information.

We will use your personal information in accordance with this Privacy Policy.

You acknowledge that our website may contain links to websites operated by third parties. We do not control those third party websites and are not liable for the conduct of those third party website operators' use of your information. We encourage you to read those third party website's privacy policies, as they may differ from our Privacy Policy.



To whom we will disclose your personal information:

We may disclose your information to the parties listed below.

We will otherwise not disclose your personal information to any other party outside of this Privacy Policy, as legally required, or to overseas parties, without your prior consent.

You may withdraw your consent to these following disclosures at any time by contacting us.

Related Parties:

We may share any personal information you have provided us during our evaluation and/or management of you and/or your child to your other health care providers, as deemed reasonably necessary for your ongoing care and as outlined in your signed consent form.

Authorised Parties:

We may disclose your information to your authorised representatives.

By Law:

In certain circumstances, we may be required by law to disclose your personal information without your consent i.e. if we are subpoenaed for your information by a Court or for legal proceedings.

We may also disclose your personal information to local, state, and federal authorities for purposes of obtaining property related information, to financial institutions for mortgage and security valuations, and real estate agents for property inspections.

Direct marketing:

We may use your personal information and materials to promote our products and services directly to you, via telephone, SMS, mail, email or online advertising from time to time.

You may opt out of receiving our direct marketing at any time by sending us a written request.

Should you no longer wish to receive any other marketing information from us, you may inform us of this at any time.

Security of information:

We will undertake reasonable precautions to safeguard the information collected from you against loss, modification, misuse, unauthorised access, or inadvertent disclosure.

These precautions include:

- ***security encrypted payment via EFTPOS***
- ***Information is stored in a secure practice management software cloud***



Privacy Policy

We may be required to retain your personal information for a period of time, even after you terminate your relationship with us.

Complaints handling

If you feel that we have breached this Privacy Policy, you may contact us to advise.

Please address all enquiries, notifications, requests, and complaints to us to:

Sprout Lactation and Infant Services

0491 179 611

Sprout.lactation@outlook.com

We will endeavour to reasonably investigate your complaints and provide you with our finding.

If you are not satisfied with our response, you may also make a complaint in writing to:

Office of Australian Information Commissioner

GPO Box 5218 SYDNEY NSW 2001 or GPO Box 2999 CANBERRA ACT 2601

<http://www.oaic.gov.au>

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