

Healina Health Privacy Policy



Privacy Policy

At **Healina Health**, we are committed to protecting your privacy and handling your personal information responsibly. We understand the importance of confidentiality, particularly in the healthcare sector, and comply with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

What information we collect

Depending on how you interact with us, we may collect personal information including:

- Full name
- Phone number
- Email address
- Residential address
- Date of birth
- NDIS or aged care information (where applicable)
- Health information relevant to the services you request
- Emergency contact details
- Any other information you choose to provide through our website, Facebook Lead Forms, email, telephone or in person.

How we collect your information

We collect personal information when you:

- Submit an enquiry through our website.
- Complete a Facebook or Instagram Lead Form.
- Contact us by phone or email.
- Request information about our services.
- Become a client or are referred to us.
- Participate in surveys, promotions or events.

Why we collect your information

We collect your information so we can:

- Respond to your enquiries.
- Discuss your healthcare or support needs.
- Arrange assessments and services.

- Provide healthcare and community support services.
- Communicate important updates.
- Improve our services.
- Meet our legal and regulatory obligations.

Facebook and Meta Lead Forms

If you submit your details through a Facebook or Instagram Lead Form, your information is securely transmitted to Healina Health for the purpose of responding to your enquiry and discussing our services.

We will only use the information you provide for purposes related to your enquiry unless you have given consent for additional communications.

Marketing communications

With your consent, we may occasionally send information about our services, educational resources or updates that may be relevant to you.

You may opt out of marketing communications at any time by contacting us or using the unsubscribe option included in our emails.

Disclosure of information

We do not sell, rent or trade your personal information.

We may disclose your information where necessary to:

- Members of the Healina Health team involved in your care.
- Healthcare professionals involved in providing your services.
- Government agencies where required by law.
- Third-party service providers who assist us with business operations and who are required to maintain confidentiality.

Storage and security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Information may be stored electronically using secure systems and, where applicable, in secure physical records.

Access and correction

You may request access to the personal information we hold about you or ask us to correct inaccurate or incomplete information.

To make a request, please contact us using the details below.

Cookies and website analytics

Our website may use cookies and analytics tools to improve user experience and understand website traffic. These tools generally collect anonymous information and do not identify you personally unless you choose to provide personal information.

Contact us

If you have any questions about this Privacy Policy or how your information is handled, please contact:

Healina Health

Email: info@healinahealth.com.au

Phone: **0468 333 259**

Website: www.healinahealth.com.au

If you are not satisfied with our response to a privacy concern, you may contact the Office of the Australian Information Commissioner (OAIC).

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be published on our website.

Review

This policy will be reviewed every two years or earlier if legislative or regulatory requirements change.

Policy Created on 11th of June 2026

Policy Created by Danica Daley

Managing Director of Healina Health

A handwritten signature in blue ink, consisting of a stylized 'D' followed by a long horizontal line that curves upwards at the end.