

THE —BACK UP—

5.0 Privacy Policy

Policy number	5	Version	V325
Drafted by	Hannah Louise	Scheduled review date	Sept 26
Responsible person	Hannah Louise		

Your privacy is important to us

This statement outlines Back up Therapy's (Hence forth referred to as "The Back up") policy on how *The Back Up* uses and manages personal information provided to or collected by it.

The Back Up is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The Back Up may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to The Back Up's operations and practices and to make sure it remains appropriate to the changing legal environment. Please ensure you check the website regularly for privacy policy updates.

By providing personal information to us, you consent to our storage, maintenance, use and disclose of your personal information in accordance with this privacy policy described below.

What kind of personal information does *The Back Up* collect and how do they collect it?

The type of information The Back Up collects and holds includes (but is not limited to) personal information including:

- Name
- Occupation
- Employer
- Phone and email

As well as sensitive information, about:

- AHPRA information
- Preferred gender identity and pro nouns
- Cultural or access needs
- Birth date for purposes of identification
- Contact information that can include email, phone number and address
- Service history

This information is collected directly from the person it pertains to and information submitted via the website using this persons identity. Cookies are used in the website to track usage and data for analytical purposes. These can be disabled via your computer settings if this is the users preference. A person can access their own details upon request to The back up administration. In the event a third party seeks to correct or access personal

information, the person is pertains to will be contacted to verify or consent. Where The Back up is required by an enforcement body to release information the person will be notified as soon as feasible with the exception of where enforcement bodies restrict this procedure.

How is the information stored?

All information is stored securely on business-issued devices that are password-protected and safeguarded with two-factor authentication. Your personal data is limited only to those within Back up therapy employment that is required to see it for operational or safety response reasons. Where cloud storage/overseas contractors are used, the provider will be reviewed to ensure reasonable compliance with Australian privacy principles.

Our website and related services are hosted by GoDaddy. GoDaddy does not operate data centres in Australia. As a result, personal information collected through our website may be stored on servers located in the United States or other overseas locations where GoDaddy maintains its infrastructure.

While we take steps to select reputable service providers, we do not control the physical storage locations or technical operations of GoDaddy's servers. We rely on GoDaddy's published security measures to protect your data. GoDaddy employs **SSL/TLS encryption (HTTPS)** with industry-standard 2048-bit encryption to protect information in transit. GoDaddy maintains an **information security program**, including risk management, platform updates, and oversight of subprocessors. They have also been required—by regulatory order—to implement **enhanced security measures**, including multi-factor authentication, improved API controls, and ongoing third-party security audits, to better guard against unauthorized access and data breaches.

Should any data security incidents occur, GoDaddy is obligated to provide timely notice and response in accordance with its legal and contractual responsibilities.

We take reasonable steps to ensure that any overseas data storage complies with the Australian Privacy Principles (APPs). By providing us with your personal information, you consent to the transfer and storage of that information outside Australia. While all reasonable measures are taken to protect your data The Back Up cannot guarantee absolute security.

How will The Back Up use the personal information you provide?

The Back Up will use personal information it collects from you for the primary purpose of collection, identification, communication as required to respond to services including booking requests, consultation requests, administrative requirements for insurance or operational reasons, improving services, resolving dispute or sending product recall, security or debt notice.

It may be used for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which you have consented including marketing, send reminders, notices, updates, security alert.

In relation to direct marketing, The Back Up will use your personal information for direct marketing where you have provided that information, and you are likely to expect direct marketing: only then you will be sent direct marketing containing an opt out. We will always obtain your consent to use sensitive information as the basis for any of our direct marketing.

Job applicants, staff members and contractors:

In relation to personal information of job applicants and staff members, the *The Back Up*'s primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which The Back Up uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- to validate information received from included references and authorities
- to satisfy The Back Up's legal obligations,

Volunteers:

The Back Up also obtains personal information about volunteers who assist The Back Up in its functions or conduct associated activities, such as to enable The Back Up and the volunteers to work together.

Accessing, updating and correcting personal information

The Back Up endeavors to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by The Back Up by contacting The Back Up at any time.

The Australian Privacy Principles and the Health Privacy Principles requires The Back Up not to store personal information longer than necessary. The Back Up interprets this as deidentifying OR destroying personal information at request from the subscriber to cancel the account, legal request to cancel the account OR 1 year after last communications/order request.

You have the right to check what personal information The Back Up holds about you.

How long will The Back Up keep my information?

Under our record management policies; destruction and de-identification of your personal information that is no longer required will be de-identified or destroyed. It may be retained for marketing purposes, in the event consent has been given and opt out options have not been elected for.

How can I provide feedback or make a complaint?

Feedback and complaints can be received to the administration email

team@thebackup.com.au
or www.thebackup.com.au

Via mail to PO box 137 Holland Park LD 4121

The response will be within a reasonable time and in compliance with legal obligations.

Last reviewed September 2025