

Privacy Policy

Effective Date: 30/10/2025

Website: www.unwindchiropractic.com.au

1. Purpose

This Privacy Policy explains how Unwind Chiropractic (“we,” “our,” or “us”) collects, uses, stores, and protects your personal information when you visit our website or receive chiropractic services from us.

We are committed to protecting your privacy and handling your personal information in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*.

2. Consent

By using our website, booking an appointment, or providing your personal information, you consent to the collection, use, and storage of your information as described in this Privacy Policy.

3. Information We Collect

We collect only the personal information necessary to provide our chiropractic services and manage appointments. This may include:

- Full name
- Contact details (email address, phone number, address)
- Date of birth
- Relevant health information (such as medical history, symptoms, or treatment notes)

This information may be collected through:

- Our online booking form
 - Intake forms completed in the clinic
 - Communications via phone, email, or SMS
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4. How We Use Your Information

We use your personal and health information for purposes including:

- Managing appointments and clinical records

- Providing chiropractic treatment and related healthcare services
- Sending appointment confirmations and reminders
- Responding to enquiries and communicating with you about your care
- Maintaining accurate administrative and health records as required by law

We do **not** use your information for any unrelated marketing purposes without your consent.

5. Sharing of Information

We respect your privacy and confidentiality.

We **do not share or disclose any personal or health information** with third parties, either within or outside Australia, except:

- When required or authorised by law (e.g., for insurance or legal reporting obligations).

Your information is handled solely by authorised team members of Unwind Chiropractic for the purposes outlined above.

6. Data Storage and Security

We use secure electronic systems to store and manage client information, including Go High Level (our appointment and communication system).

While Go High Level may use secure servers located outside Australia, Unwind Chiropractic does not share your data internationally.

We take reasonable steps to ensure that any platform we use complies with data protection standards consistent with the *Australian Privacy Principles*.

We also:

- Use encrypted connections (SSL) on our website,
 - Restrict access to authorised personnel only, and
 - Regularly review our data protection measures.
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7. Retention of Information

Client information is retained for at least **seven (7) years** from the last consultation, in accordance with Australian health record-keeping requirements.

After this period, records may be securely deleted or destroyed.

8. Access and Correction

You may request access to your personal or health information, or ask for corrections if you believe the information is inaccurate, incomplete, or outdated.

Please contact us in writing using the details provided on our website.

We will respond to your request within a reasonable timeframe, in accordance with the *Privacy Act 1988 (Cth)*.

9. Children's Privacy

We may collect information about children under 16 years of age when a parent or guardian books or consents to treatment on their behalf.

All such information is handled with the same level of privacy and confidentiality.

10. Cookies and Analytics

Our website may use cookies or analytics tools to improve user experience and website performance.

These tools do not collect identifiable health information.

You can disable cookies through your browser settings if you prefer.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations.

The updated version will be published on our website with a revised effective date.

We encourage you to review it periodically.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact our privacy officer:

Chris Gilchrist

Email: info@unwindchiropractic.com.au

Phone: 80681282

Address: 79A Justin Street - Lilyfield