

## Privacy Policy

**Doctor Verena** is committed to providing quality services to you and this policy outlines her ongoing obligations to you in respect of how she manages your Personal Information.

She has adopted the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs 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 Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au).

### What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, skype, via her website [www.doctorverena.com](http://www.doctorverena.com), from media and publications and from cookies and from third parties. Doctor Verena does not guarantee website links or policy of authorised third parties.

Doctor Verena collects your Personal Information for the primary purpose of providing her services to you, providing information to her clients and marketing. She may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from her mailing/marketing lists at any time by contacting her in writing.

When Doctor Verena collects Personal Information she will, where appropriate and where possible, explain to you why she is collecting the information and how she plans to use it.

### Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## Third Parties

Where reasonable and practicable to do so, Doctor Verena will collect your Personal Information only from you. However, in some circumstances she may be provided with information by third parties. In such a case she 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, Doctor Verena 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 Doctor Verena holds about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact Doctor Verena in writing.

**Doctor Verena** 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, she 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. She will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information she has is not up to date or is inaccurate, please advise her as soon as practicable so she can update her records and ensure she can continue to provide quality services to you.

## **Policy Updates**

This Policy may change from time to time and is available on her website.

## **Privacy Policy Complaints and Enquiries**

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

### **Doctor Verena Raschke-Cheema**

1/25 Oceana Parade  
Austinmer NSW Australia

**E** [verena@doctorverena.com](mailto:verena@doctorverena.com)

**P** +61 451 050 643