

Privacy Policy



Coastal Headache Clinic respects your privacy.

This privacy policy sets out how Coastal Headache Clinic uses and protects any information that you give the organisation when you engage with us via our clinical services, this website, SMS, MMS, email, social media or other communication services.

Coastal Headache Clinic is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Coastal Headache Clinic may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 01/01/2017

1.0 What information we collect

We may collect the following information:

- name and date of birth
- contact information including email address and telephone number
- demographic information such as address and postcode,
- other information relevant to customer surveys
- during clinical interactions, we will confidentially collect and record medical information relevant to your presenting complaint.

2.0 What we do with the information we gather

We require this information to understand your needs and provide you with the best possible service. In particular we use the information for the following reasons:

- We may use the information to improve our products and services.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- We may use the information to customise the website according to your interests.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- Internal record keeping. Your personal medical information obtained during clinical interactions is electronically stored on secure servers in compliance with all State and Federal privacy legislation. It is treated as medically confidential information.
- Following a clinical interaction it may be necessary to communicate with other health professionals, regarding your care, but this will always be done with your express permission and only with other accredited health professionals. Information to a Third Party such as a lawyer or insurer is only provided on receipt of a Release of Information Document, signed by you.
- At no time does Coastal Headache Clinic sell, rent or disclose your personal information to any third party outside of what is detailed above, unless we are required to do so by law.

3.0 Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

4.0 How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually

modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

5.0 Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

6.0 Controlling your personal information

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to enquiries @coastalheadacheclinic.com.au

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.