



## Sacred Hearth Privacy Policy

Sacred Hearth is committed to providing quality Holistic and Complimentary Wellness services to you, and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act), which govern the way we collect, use, disclose, store, secure, and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained/viewed [here](#).

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

Personal Information is defined as information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not. Examples of the Personal Information we collect include names, birth dates, addresses, email addresses, phone numbers, employment details, signatures, and health histories.

This Personal Information is obtained in various ways including our Health History Form, wellness consultations, treatment sessions, telephone or email correspondence, via our website [www.sacredhearth.com.au](http://www.sacredhearth.com.au), and from third parties (such as parents/guardians, spouses/partners, and doctors/other healthcare providers) where applicable.

We collect your Personal Information for the primary purpose of providing our Holistic and Complimentary Wellness services to you, and providing you with information relating to your use of our services (such as text and email notifications relating to appointments or upcoming events). We 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 our mailing/marketing lists at any time by contacting us.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we intend to use it.

### Sensitive Information

Sensitive Information is defined in the [Privacy Act 1988](#), and for the purposes of our business this information may include your health history, and anything discussed during a consultation or treatment.

Sensitive information will only be used by us:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- For other purposes only upon receiving your direct consent; and
- Where required or authorised by law

### Third Parties

Where reasonable and practicable to do so, we will only collect your Personal Information from you. However, in some circumstances we may be provided with information by third parties, such as parents/guardians, spouses/partners, or doctors/other healthcare providers. In such a case we will take reasonable steps to ensure

that you are made aware of the information provided to us by the third party, or of our intention to seek further information from a third party.

## Disclosure of Personal Information

There are a few circumstances when your Personal Information may be disclosed, including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## Security of Personal Information

We ensure that your Personal Information is stored in a manner that reasonably protects it from misuse, loss, and unauthorized access, modification, or disclosure.

We are required by law to store your Personal Information for a minimum of 7 years. When your Personal Information is no longer needed for the purpose for which it was obtained, and we are no longer required to store it, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

## Access to your Personal Information

You may access the Personal Information we hold about you to update and/or correct it. If you wish to access your Personal Information, please contact us via our Contact Information at the end of this document.

You will not be charged any fees, administration or otherwise, in order to access or be provided with a copy of your Personal Information.

To protect your Personal Information, we will likely require identification from you before releasing the requested information.

## Maintaining the Quality of your Personal Information

It is important for your Personal Information to be accurate and up to date, and we will take reasonable steps to ensure that it is so, however, if you know that the Personal Information we have on record is not up to date, or suspect that it may be inaccurate, please advise us as soon as practicable so we can update our records.

## Policy Updates

This Policy may change from time to time and is available on our website ([www.sacredhearth.com.au](http://www.sacredhearth.com.au))

## Privacy Policy Complaints and Enquiries

If you have any queries or concerns about our Privacy Policy, or wish to submit a request for your Personal Information, please contact us using the email below:

**Email:** [chloeciara@sacredhearth.com.au](mailto:chloeciara@sacredhearth.com.au)

or via Private Message through our Social Media Pages:

**[instagram.com/sacred.hearth](https://www.instagram.com/sacred.hearth)**

**[facebook.com/SacredHearthWellnessStudio](https://www.facebook.com/SacredHearthWellnessStudio)**