



Suite 6, 49-51 Kiora Rd, Miranda NSW 2228
p: 0422 376 245
e: kimberley@kimberleywright.com.au
w: kimberleywright.com.au

1. Kimberley Wright Nutrition Privacy Policy

Effective Date: 1/07/18

Protecting your privacy: Kimberley Wright Nutrition ABN 17 935 786 260

("us, we, our" or "Kimberley Wright Nutrition") are committed to protecting the information about you that we collect, store and use when you provide it to us at our web and mobile sites: www.kimberleywright.com.au or via our online booking portal, provided by www.cliniko.com. We manage your information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). This document describes how we manage any personal information we have collected about you from the Website.

By accessing the Website you accept the terms and conditions of its use, and consent to the collection, use and disclosure of your personal information in accordance with this privacy policy and the terms and conditions of use of the Website.

If you have questions or complaints regarding our privacy policy or practices, or believe that your privacy has been breached, please contact us at Kimberley@kimberleywright.com.au and provide details of the incident so that we can investigate it. We request that all complaints be made in writing, so that we can be sure about the details of the complaint. We will treat your complaint confidentially, investigate your complaint and aim to ensure that we contact you and your complaint is resolved within a reasonable time (and in any event within the time required by the Privacy Act, if applicable).



2. COLLECTION & USE OF PERSONAL INFORMATION

2.1 What personal information about me does Kimberley Wright Nutrition hold, and how it is collected

Online Forms

When you complete an online form, we gather personal information. Such information includes:

1. your name;
2. your contact details such as your telephone number, physical address and email address;

If you do not provide us with the necessary information, you may not be able to complete the online form.

Online bookings via Cliniko portal

If you make an online booking, then you will be required to complete an online form on the Cliniko practice management software platform as part of the booking. We may collect information such as:

1. your name
2. your contact details such as your telephone number, physical address and email address;
3. your date of birth;

Competitions and promotions

From time to time we may organise and run various competition and promotions for users of the Website. As part of these competitions and promotions, we may ask you to



submit other personal information about yourself, such as your name, telephone number, email address, physical address..

You do not have to provide us with your information, however this means that you may not be eligible to enter some competitions, nor able to receive tailored information specific to your needs.

2.2 What does Kimberley Wright Nutrition do with my personal information?

We collect, hold and use your personal information for a number of purposes, as outlined below: Providing services to you and operating the Website

In general, we use the information that we collect to:

1. assist us in providing goods and services to you;
2. contact you or respond to your queries;
3. display, update and maintain the content of the Website;
4. tailor your experience of the Website and our communications to you; and
5. send information about future events, regular email communications or newsletters (both electronic and hardcopy) outlining news, services or events.

Running Competitions and Promotions

If we collect information from you as part of any competitions or promotions, we use the information that we collect in promoting the service..

General uses

We may also use the information that we collect from you:

1. to advertise our services and the Website. However, we will seek your consent before we use your photograph publicly for this purpose;



2. for our internal administrative, marketing and planning requirements;
3. to compile and report statistics, with all the relevant personal and/or proprietary information de-identified prior to the completion of such statistics; and
4. for purposes that are expressly permitted under any agreement with you.

2.3 To whom will Kimberley Wright Nutrition disclose my personal information?

We do not disclose contact information about you publicly or to other third parties by us unless it is authorised or required by law (or when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on us in relation to the Website) or as otherwise outlined in this policy.

We may display personal information about you (including your name and testimonial, and photograph if explicit agreement has been obtained from you) on the Website.. If you do not wish this to happen, then you must contact us where directed below.

From time to time, we will also disclose your personal information (on a confidential basis) to agents and others that we use in the ordinary operation of our business, such as account and billing, shipping and fulfilment, marketing and promotion, user experience research and surveys, website hosting and support and maintenance. We will only disclose your information to the extent required for the limited purpose of the third party providing services contracted to us so that we may service you.

If Kimberley wright Nutrition is involved in a merger, acquisition, or sale of all or a portion of its assets, your PII or other information may be part of the transferred assets.

We may also disclose aggregated data (in a form that does not identify you individually) to our advisors for the purposes of conducting market and user experience analysis.

While we store the majority of the personal information that we collect from you in Australia, we may from time to time store some of the information in a computer server



located in the United States. We will take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

2.4 Testimonials

We publish customer testimonials on our website, in social media profiles, and within advertising creative material. These testimonials may contain personally identifiable information. We obtain your written consent at the time the testimonial is recorded. If you want your testimonial removed please contact us at Kimberley@kimberleywright.com.au.

2.5 Manner of collection

We will use reasonable endeavours to only collect information directly from you. If you are disclosing details of another person (for example, a minor on whose behalf you are registering), it is your sole responsibility to ensure that that person understands and consents to the collection, use and disclosure of their personal information in the manner set out in this policy.

3. INFORMATION COLLECTED BY OUR WEBSITE

3.1 Tracking of user experience

We use Google Analytics Advertising products: Remarketing with Google Analytics and Google Analytics Demographics and Interest Reporting. Google Analytics collects data about our site traffic via Google Advertising cookies and anonymous identifiers. Data collected via these Google products is not linked with any personally identifiable information you submit while on our Website. If you wish to opt out of the Google Analytics data collection, you may do so on Google's website at <https://tools.google.com/dlpage/gaoptout/>.

As is true of most web sites, we and, in some instances, our third party tracking-utility partners gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.



We use this information, which does not identify individual users, to analyze trends, to administer the Website, to track users' movements around the Website and to gather demographic information about our user base as a whole.

Technologies such as: cookies, beacons, tags and scripts are used by Kimberley Wright Nutrition and our partners (marketing and development partners), affiliates, or analytics or service providers (online customer support provider, email marketing system). These technologies are used in analyzing trends, administering the site, tracking users' movements around the site and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies by these companies on an individual as well as aggregated basis.

We use cookies for authentication purposes and to tailor the site to user preferences. Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our site, but your ability to use some features or areas of our site may be limited.

3.2 Advertisements

We partner with a third party ad network to either display advertising on our Website or to manage our advertising on other sites. Our ad network partner may use cookies and Web beacons to collect non-personally identifiable information about your activities on the Website and other websites that you may visit to provide you targeted advertising based upon your interests.

4. MARKETING MATERIAL

We may use your personal information to provide you with material, promotions and communications from time to time about services and products available to you from us, or from other service providers in partnership with us, or to invite you to continue to use our services. This information will only come from us. We will not on-sell your personal information to other providers without your consent.

You may opt out of receiving promotional materials from us at any time by contacting us at kimberley@kimberleywright.com.au, or by following the 'unsubscribe' link on the relevant promotional emails.



5. PROTECTING AND MAINTAINING PERSONAL INFORMATION

We will take all reasonable steps to protect the information we hold about you from unauthorised access, use and disclosure, however we cannot guarantee that our systems and stored data will be completely free from third party interception or are free from corruption.

No method of transmission over the Internet, or method of electronic storage, is 100% secure. In light of this, we cannot ensure or warrant, and do not warrant, the security or privacy of your personal information. You transmit this information at your own risk. If you have any questions regarding security you can contact us at Kimberley@kimberleywright.com.au

We will destroy or de-identify your personal information when it is no longer needed or required to be kept by law or to provide services to you. If you use our Website to link to another site we encourage you to view their terms and conditions of use, privacy policies and security statements before disclosing any of your personal information on those sites.

6. ACCESSING PERSONAL INFORMATION

It is your responsibility to advise us of any changes to your personal details to ensure we can keep our records accurate and up to date. If you wish to access the information we hold about you, please submit a request to Kimberley@kimberleywright.com.au. If you believe that the personal information we hold about you is incorrect, you are entitled to request amendment of such information. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it. You may also request that we delete the personal information that we hold about you. Please note that if we delete your contact information, we may not be able to provide you with service.

If you request us not to use personal information in a particular manner or at all, we will adopt reasonable measures to observe your request but we may, to the extent permitted by law, still use or disclose your information if you subsequently consent to



the disclosure or we believe the use or disclosure is reasonably necessary to assist a law enforcement agency or as otherwise required or authorised by law. If you know the information we hold about you is not accurate or complete, please notify us. We will respond to requests for access within 30 days.

We will retain your information for as long as needed to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

7. PRIVACY CONCERNS

If you have any concerns about how we handle your personal information or require further information, please contact the Privacy Officer at Kimberley@kimberleywright.com.au . Also use this contact if you no longer consent to receiving marketing material from us, or to the posting of your personal information on the Website.

This document represents our policy as at 1 July, 2018. We may change this document from time to time to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a prominent notice on this Website prior to the change becoming effective. Although we intend to observe this policy at all times, it is not legally binding on us in any way. From time to time we may regard it as necessary or desirable to act outside the policy. We may do so, subject only to any statutory rights you have under the Privacy Act or other applicable legislation. We encourage you to regularly review this statement to inform yourself of any amendments.

8. Contact Us

Kimberley Wright Nutrition.

Suite 6, 49-51 Kiora Rd, Miranda NSW 2228 (ABN: 17 935 786 260)

Phone number: 0422 376 245



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