

Privacy Statement

Travel Bug Vaccination Clinic Privacy Policy

Travel Bug Vaccination Clinic is committed to protecting the privacy of your personal information. This privacy policy explains how Travel Bug Vaccination Clinic manages the personal information that we collect, use and disclose and how to contact us if you have any further queries about our management of your personal information or would like to request access to that information.

Background

The Travel Bug Vaccination Clinic is a medical practice that provides comprehensive travel health advice, vaccination coverage and a range of other travel and health related products.

Travel Bug Vaccination Clinic is required to comply with the Privacy Act 1988 (Cth) (Privacy Act), which regulates the manner in which personal information is handled throughout its life cycle, from collection to use and disclosure, storage, accessibility and disposal.

Personal information is information or an opinion, in any form and whether true or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. It includes your name, age, gender, contact details as well as your health information (which is also sensitive information).

Special provisions apply to the collection of personal information that is also sensitive information. As well as health information, sensitive information includes information about a person's race, ethnic origin, political opinions, membership of political, professional or trade associations, religious or philosophical beliefs, sexual preferences and criminal history.

Collection of personal information by Travel Bug Vaccination Clinic

Travel Bug Vaccination Clinic will only collect personal information about you by lawful and fair means and not in an unreasonably intrusive manner. The types of personal information we may collect include:

- identifying and contact information such as name, age, employment details and contact details such as home address, home and mobile phone number and email address;
- health information including current and past medical history;
- financial information, such as bank account details; and
- information about your lifestyle and lifestyle interests (for example, sporting interests).

We collect personal information to provide you with the products and services you request as well as information on other products and services offered by or through us. We may also be required by law to collect some personal information.

A patient's personal information may be held at the Practice in various forms:

- as paper records
- as electronic records
- as visual – x-rays, CT scans, videos and photos
- as audio recordings

The Practice holds all personal information securely, whether in electronic format, in protected information systems or in hard copy format in a secured environment.

The Practice's procedure for collecting personal information is set out below.

1. Practice staff collect patients' personal and demographic information via registration when patients present to the Practice for the first time.
2. During the course of providing medical services, the Practice's healthcare practitioners will consequently collect further personal information.
3. Personal information may also be collected from the patient's guardian or responsible person (where practicable and necessary), or from any other involved healthcare specialists.

Where possible, we will collect personal information directly from you or a person authorised to provide this information on your behalf. Where we collect your personal information from a third party (for example, a government agency, employer, educational institution and service provider or adviser who has dealt with you) we will take reasonable steps to ensure that you are made aware of this.

Use and disclosure of personal information by Travel Bug Vaccination Clinic

Travel Bug Vaccination Clinic will only use or disclose your personal information as permitted under the Privacy Act.

We will use your personal information to:

- provide you with the products and services you request; manage our relationship with you;
- provide you with information about other products and services that we think may be of interest to you (this may include our own products and services or the products or services of others);
- develop products and services; and
- perform any of our other functions and activities.

Our range of products and services and our functions and activities may vary from time to time.

In order to properly conduct our activities, we may disclose, with your consent where necessary, personal information to other persons or organisations (and they may contact you directly). Such persons and organisations include:

- health service providers;
- our service providers;
- your employer; persons authorised by you, including your agents and advisers and educational institutions;
- payment systems operators and financial institutions; and
- other parties to whom we are authorised or required by law to disclose information.

Data quality and security

To the extent required by the Privacy Act, Travel Bug Vaccination Clinic will take reasonable steps to:

- make sure that the personal information that we collect, use and disclose is accurate, complete and up to date;
- protect the personal information that we hold from misuse and loss and from unauthorised access, modification or disclosure; and

- where permitted by law, destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Privacy Act.

Anonymity

Travel Bug Vaccination Clinic will generally provide individuals with the option of not identifying themselves when entering transactions when it is lawful and practicable to do so. However, on many occasions we will not be able to do this. For example, we will need your name and address in order to provide you a medical service.

Use of Commonwealth Government identifiers

Travel Bug Vaccination Clinic will not use Commonwealth government identifiers, such as Medicare numbers, as its own identifier of individuals. We will only use or disclose such identifiers in the circumstances permitted by the Privacy Act.

Transfer of personal information overseas

If Travel Bug Vaccination Clinic transfers your personal information outside Australia, we will comply with the requirements of the Privacy Act that relate to transborder data flows.

Access to and correction of your personal information

Please contact Travel Bug Vaccination Clinic if you would like to access or correct the personal information that we hold about you. Travel Bug Vaccination Clinic will generally provide you with access to your personal information if practicable (although a fee may be imposed), and will take reasonable steps to amend any personal information about you which is inaccurate or out of date. Travel Bug Vaccination Clinic must be certain of your identity before any personal information is disclosed. In order to protect the personal information of the individual, the individual must prove his/her identity. Proof of identity can be ascertained by the individual providing:

- Full name
- Date of birth and
- Address, as recorded in our records

Other identifiers can be provided for proof of identity dependent on circumstances.

In some circumstances, Travel Bug Vaccination Clinic may not permit access to your personal information, or may refuse to correct your personal information, in which case we will provide you reasons for this decision.

Website Data Collection

Types of Data collected

Among the types of Personal Data that this Application collects, by itself or through third parties, there are: Cookie and Usage data.

Other Personal Data collected may be described in other sections of this privacy policy or by dedicated explanation text contextually with the Data collection.

The Personal Data may be freely provided by the User, or collected automatically when using this Application. Any use of Cookies - or of other tracking tools - by this Application or by the owners of third party services used by this Application, unless stated otherwise, serves to identify Users and remember their preferences, for the sole purpose of providing the service required by the User.

Failure to provide certain Personal Data may make it impossible for this Application to provide its services.

Users are responsible for any Personal Data of third parties obtained, published or shared through this Application and confirm that they have the third party's consent to provide the Data to the Owner.

Mode and place of processing the Data

Methods of processing

Travel Bug Vaccination Clinic processes the Data of Users in a proper manner and shall take appropriate security measures to prevent unauthorized access, disclosure, modification, or unauthorized destruction of the Data.

The Data processing is carried out using computers and/or IT enabled tools, following organizational procedures and modes strictly related to the purposes indicated. In addition to the Travel Bug Vaccination Clinic, in some cases, the Data may be accessible to certain types of persons in charge, involved with the operation of the site (administration, sales, marketing, legal, system administration) or external parties (such as third party technical service providers, mail carriers, hosting providers, IT companies, communications agencies) appointed, if necessary, as Data Processors by the Owner. The updated list of these parties may be requested from the Data Controller at any time.

Place

The Data is processed at the Travel Bug Vaccination Clinic's operating offices and in any other places where the parties involved with the processing are located. For further information, please contact the Travel Bug Vaccination Clinic.

Retention time

The Data is kept for the time necessary to provide the service requested by the User, or stated by the purposes outlined in this document, and the User can always request that the Travel Bug Vaccination Clinic suspend or remove the data.

The use of the collected Data

The Data concerning the User is collected to allow the Owner to provide its services, as well as for the following purposes: Analytics.

The Personal Data used for each purpose is outlined in the specific sections of this document.

Detailed information on the processing of Personal Data

Personal Data is collected for the following purposes and using the following services:

- Analytics

Additional information about Data collection and processing

Legal action

The User's Personal Data may be used for legal purposes by Travel Bug Vaccination Clinic, in Court or in the stages leading to possible legal action arising from improper use of this Application or the related services. The User declares to be aware that Travel Bug Vaccination Clinic may be required to reveal personal data upon request of public authorities.

Additional information about User's Personal Data

In addition to the information contained in this privacy policy, this Application may provide the User with additional and contextual information concerning particular services or the collection and processing of Personal Data upon request.

System Logs and Maintenance

For operation and maintenance purposes, this Application and any third party services may collect files that record interaction with this Application (System Logs) or use for this purpose other Personal Data (such as IP Address).

Further information and requests for access or correction

If you:

- have any queries about the personal information that Travel Bug Vaccination Clinic holds about you or the way we handle that personal information; or
- would like to request access to or correction of the personal information we hold about you,

please write to: Travel Bug Vaccination Clinic

Address: 64a Fullarton Road, Norwood SA 5067

or

Email: admin@travel-bug.com

Complaints

If you have any concerns or complaints about the manner in which your personal information has been collected or handled by Travel Bug Vaccination Clinic please contact the Travel Bug Vaccination Clinic, whose contact details appear above.

This privacy policy is effective from 1st July 2016. As this privacy policy is updated from time to time, to obtain a copy of the latest version at any time, you should visit our website at www.travel-bug.com or contact our Privacy officer as above.