



## Privacy Policy

The purpose of this privacy policy is to explain how we use and protect any information that you give us when using this website and other social media including Facebook and emails.

We are committed to ensuring that your privacy is protected. This policy may change from time to time so it is a good idea to check in to make sure you are happy with any changes.

### What we collect

We may collect

- Name, address and occupation.
- Contact information including phone numbers and email address.
- Health information and date of birth.
- Demographic information such as postcode, preferences and interests.
- Other information relating to customer surveys, offers and competitions.

### How we use your information

As health care providers we are required by law to keep certain information about clients. We need your information to help identify you, to provide products and services which are tailored to your specific wants and needs. We use this information for the following:

- Internal record keeping.
- Your information may be used to offer you the service of other providers who may supply you with products and services, your permission will be requested before this occurs and you can opt out at any time by emailing us.
- To contact you via phone, fax, email, or mail in relation to your healthcare needs.
- A data base for email offers, newsletters and other promotions may be used, you will need to opt into this service and you may opt out at any time by emailing us.

### 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.

### Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

**Retree Wellness** 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 we may require identification from you before releasing the requested information.

### 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, we 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.



We and our third party service providers may automatically collect information using various methods, including, without limitation, the following methods.

**Log Information.** Log information is data about your use of this website, such as IP address, browser type, internet service provider, referring/exit pages, operating system, date/time stamps, and related data, which is stored in log files.

**Cookies.** A cookie is a small data file transferred to your computer (or other device) when it is used to access this website. Cookies may be used for many purposes, including to enable certain features of this website, to better understand how you interact with this website and to monitor aggregate usage by visitors and online traffic routing. You may be able to instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the online services you visit. If you do not accept cookies, however, you may not be able to use all portions or functionality of this website.

**Web Beacons (Tracking Pixels).** Web beacons are small graphic images, also known as "internet tags" or "clear gifs," embedded in web pages and e-mail messages. Web beacons may be used to count the number of visitors to this website, to monitor how users navigate this website and to count content views.

**Embedded Scripts.** An embedded script is programming code designed to collect information about your interactions with this website. It is temporarily downloaded onto your device from our web server or a third party with whom we work, is active only while you are connected to this website and deleted or deactivated thereafter.

**Click-Through URLs.** In some of our e-mail communications, we use a "click-through URL" linked to content on our websites. When users click one of these URLs, they pass through a separate web server before arriving at the destination page on our website. We may track this click-through data to help us determine interest in particular topics and measure the effectiveness of our customer communications. If you prefer not to be tracked in this way, you should not click text or graphic links in the e-mail messages.

**Location-identifying Technologies.** GPS (global positioning systems) software, geo-filtering, and other location-aware technologies locate (sometimes precisely) you for purposes such as verifying your location and delivering or restricting relevant content based on your location.

**Device Fingerprinting.** Device fingerprinting is the process of analyzing and combining sets of information elements from your device's browser, such as JavaScript objects and installed fonts, in order to create a "fingerprint" of your device and uniquely identify your device and applications.

Some information about your use of this website and certain third party services may be collected using these and other tracking technologies across time and services and used by Retree Wellness and third parties for purposes such as to associate different devices you use and deliver relevant ads and/or other content to you on our website and certain third party services.

## 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.

## How we use cookies and other tracking information

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 and other tracking software to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes.



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

Third party tracking data is collected by separate companies, such as Google and Mailchimp to analyse website traffic and trends only. This data is covered by individual third party privacy policies. No identifiable information is sent to or stored by third parties and this information is used to help provide you a better online experience.

### **Links to other websites**

Our website may contain links to other websites of interest. 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.

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

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.