

Privacy Policy

This policy outlines how Bookman Consulting PTY LTD handles our clients' personal information. We are committed to maintaining the privacy and security of your personal information in accordance with the Australian Privacy Principles outlined in the Privacy Act 1988 (Cth).

Personal Information

Personal information refers to any information that can identify an individual directly or indirectly. This may include but is not limited to name, address, phone number, email address, and date of birth. Sensitive information, such as racial or ethnic origins, political or religious beliefs, sexual orientation, health or genetic information, family court orders, or criminal records, is handled with extra care to ensure confidentiality and privacy.

Why We Collect Personal Information

The sharing of personal information by a client to [Your Practice Name] assists us in providing tailored and effective services to support clients in addressing their identified concerns. Personal information is retained to ensure the provision of relevant and informed services. While clients may request to use a pseudonym, a name as listed on official identification documents is required due to our duty of care.

How We Collect Personal Information

We collect personal information through various means, including verbal communication, written email, SMS, or letter correspondence, our online booking system, intake forms, social media, and referrals from GPs or other treating practitioners.

Storage of Personal Information

To safeguard the personal information we hold from misuse or loss, we utilise secure storage methods accessible only to authorised individuals. Information is stored in hard copy and digital formats, with stringent security measures. Credit card or banking details are not retained once payment processing is completed, and unnecessary information is securely disposed of in compliance with legal obligations.

Disclosure of Personal Information

We do not disclose personal information to third parties without your consent unless required by law. Any disclosures to recipients outside of Australia are unlikely.

Accessing Your Personal Information

You have the right to request access to the personal information we hold about you. We handle all requests for access in accordance with the Privacy Act and may charge a fee where necessary. We may also refuse access as permitted by law.

Integrity of Personal Information

We strive to ensure the accuracy and currency of the personal information we collect. You may request updates or corrections to your personal information, and we will address such requests promptly.

Complaints

If you believe your personal information has not been handled in accordance with the Privacy Act, please contact us. We will investigate and seek to resolve your complaint directly. If unsatisfied with the outcome, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC).

Changes to this Privacy Policy

We may update this privacy policy periodically, and clients will be notified via email or our website.

Contact Us

If you have any questions or concerns regarding privacy matters, please contact us by email at uri@uribookman.com.

Thank you for entrusting your personal information to Bookman Consulting PTY LTD. We are committed to maintaining the privacy and confidentiality of your data.