

REFUND POLICY

1) Our commitment to your privacy

Hypnotic Care is committed to protecting your privacy and maintaining the confidentiality of your personal information. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the **Australian Privacy Principles (APPs)** in the **Privacy Act 1988 (Cth)**.

Because we provide a health service and may hold health information, we are generally covered by the Privacy Act even if we operate as a small business.

2) What personal information we collect

We may collect personal information including:

- Name, address, email address, telephone number, date of birth (where relevant)
- Appointment and communication details
- Health information you provide that is relevant to your hypnotherapy services
- Session notes and progress records (where kept)
- Billing and payment records (note: we do not store full card details where payments are processed by a third-party provider)
- Any other information reasonably necessary to provide our services

3) How we collect personal information

We may collect information from you through:

- Intake forms and consultations
- Email, telephone, SMS, and online enquiries
- Bookings made through our website or booking system
- Notes made during sessions (where applicable)

Where practical, we collect information directly from you.

4) Why we collect and use your information

We collect and use personal information to:

- Provide hypnotherapy services tailored to your needs
- Maintain appropriate client records
- Manage appointments, reminders, and communication
- Process payments and maintain billing records
- Comply with legal and professional obligations
- Improve our services and operations

5) Sensitive information (health information)

Given the nature of our services, we may collect **health information**, which is treated as sensitive information under privacy law. We handle this information with care and confidentiality.

We will only collect, use, or disclose health information:

- For the primary purpose of providing services to you
- For purposes directly related to that primary purpose (where you would reasonably expect it)
- With your consent, where required
- Where required or authorised by law

6) Disclosure of personal information

We do not sell, rent, or trade your personal information.

We may disclose personal information to third parties only where necessary, including to:

- Booking and practice management systems
- Email/SMS providers used for appointment reminders and service communication
- Telehealth platforms (if you use telehealth)
- Payment processors
- Website hosting/IT support providers
- Professional advisers (e.g., accountants, legal advisers)
- Professional insurers (where necessary)
- Other health professionals involved in your care, with your permission

We may also disclose information where required or authorised by law.

7) Overseas storage and disclosures

Some of the service providers we use (such as cloud storage, email platforms, or website tools) may store or process information outside Australia. Where this occurs, we take reasonable steps to use reputable providers and protect your information.

8) Website data, cookies and analytics

When you visit our website, we may collect technical information (such as browser type, device information, pages viewed) for security and analytics purposes. This information is generally used in an aggregated way to help us improve website performance and user experience. You can control cookies through your browser settings.

9) How we protect your information

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure, including secure systems and restricted access to client records.

10) Data breaches

If a data breach occurs that is likely to result in serious harm, we will comply with the **Notifiable Data Breaches (NDB) scheme**, including notifying affected individuals and the OAIC where required.

11) Data retention

We keep records only as long as needed for service delivery and legal/professional requirements.

As a guide (and where applicable), in NSW health information is commonly retained for **at least 7 years from the last service**, and if the information was collected when a person was **under 18**, it may need to be retained until they turn **25**. After the required retention period, records are securely destroyed or permanently de-identified.

12) Your rights: access and correction

You may request access to the personal information we hold about you and request correction if it is inaccurate, incomplete, or out of date. We do not charge a fee for making a request. In some cases, a reasonable administrative fee may apply for providing copies.

Requests should be made in writing to: **[insert email]**

13) Anonymity and pseudonyms

Where practical, you may communicate with us anonymously for general enquiries. However, to provide hypnotherapy services and maintain appropriate records, we will need to collect identifying information.

14) Third-party links

Our website may contain links to external websites. We are not responsible for the privacy practices or content of those sites.

15) Updates to this policy

We may update this Privacy Policy from time to time. The current version will be available on our website.

16) Questions or complaints

If you have questions or concerns about privacy, contact us at **[insert email]**. We take privacy seriously and will respond as soon as reasonably possible.

If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.