

# SmartStart<sup>®</sup>Allergy

## Privacy Policy

SmartStartAllergy recognises the importance of protecting privacy. We adhere to Australian Privacy Principles and observe our obligations under the [Privacy Act 1988](#).

Our Privacy Policy describes what personal information we may collect and how we may use, store, disclosed and de-identify any personal information that is made available to us.

### What Information We Collect

We collect:

- Contact details (name, address, telephone numbers, email etc)
- Health information
- Medical history
- Racial or ethnic origin

### How We Collect Your Information

We collect your information in the following ways:

- Face-to-face contact
- Electronically, including through our website and email communications
- Via social media messages or conversation
- During phone calls
- Voice or image recordings

### Cookies

Our website uses cookies. A 'cookie' is a small file placed in your web browser that collects information about your web browsing behaviour.

SmartStartAllergy uses tools provided by third parties that utilise cookies, such as Google Analytics, to review website traffic information. Information collected may include the IP address of the device and information about sites that IP address has come from, the pages you visit on our site and the previous site visited. We use this information to maintain, secure and improve your online experience.

You can opt out of Google Analytics data collection by using the Google Analytics Opt-Out Browser Add-On.

### How We Use Your Information

We will only use and disclose your personal information for the purpose(s) for which it was collected, or as otherwise permitted by law.

We may disclose your de-identified personal information to external support services such as volunteers, service providers, agencies and other not-for-profit organisations, like-minded organisations that contract and provide or perform services on our behalf.

We take reasonable steps to ensure that these companies are bound by confidentiality and privacy obligations when handling your personal information. If you don't want your personal information disclosed to another company, please let us know at the time we collect your information.

### Accessing and Correcting Your Personal Information

If you have a question about this privacy policy or think that your personal information retained by SmartStartAllergy requires changing, please contact us by email.

**Complaints About a Breach of Your Privacy**

If you are concerned about how we have collected or managed your personal information or wish to raise an issue about your privacy, please contact us by email.