Repilque Clinic - PRIVACY POLICY

At Replique Clinic, we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth). This Privacy Policy describes our current policies and practices in relation to the handling and use of personal information.

What information do we collect and how do we use it? We will ask you for personal information when we assist you. We use the information you provide to advise about and assist you. We also use your information to send you requested product information and to enable us to manage your ongoing relationship with us e.g. invoicing, client surveys etc. We may do so by mail or electronically unless you tell us that you do not wish to receive electronic communications. We may occasionally notify you about promotions, new services and special offers, events or articles we think will be of interest to you. We may send you regular updates by email or by post. If you would rather not receive this information, email or write to us. We may also use your information internally to help us improve our services and help resolve any problems.

How do we hold and protect your information? We strive to maintain the reliability, accuracy, completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal or ethical reporting or document retention requirements Some of the ways we protect personal information include: - External and internal premises security; - Restricted access to personal information to staff who need it to perform their day to day functions; - Maintaining technology products to prevent unauthorised computer access including identifiers and passwords; and - Maintaining physical security over paper records

 Will we disclose the information we collect to anyone? We do not sell, trade, or rent your personal information to others.

 How can you check, update or change the information we are holding? Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate.

 If you wish to access or correct your personal information, please email your request to sales@repliqueclinic.com.au. We do not charge for receiving a request for access to personal information or for complying with a correction request. However, depending of the amount of information requested to be accessed, Replique may charge an access fee to cover the cost of retrieving the information and supplying it to the person who has requested it.

We welcome your questions and comments about privacy. If you have any concerns or complaints, please contact Repique’s privacy officer on 0439 558 835.

Complaints Internal Dispute Resolution If you do have a complaint, please let us know by phoning 0439 558 835 and asking to speak to our Complaints Officer, because if we don’t know about it, we can’t fix it. You may also contact us by email addressed to; The Complaints Officer at sales@repliqueclinic.com.au. Please make sure you include as much information as you can. You should explain the details of your complaint as clearly as you can. You must do this in writing. When we receive a complaint, we will attempt to resolve it promptly.