Raintree Chinese Medicine & Acupuncture Clinic — Privacy Policy

Effective date: 17 August 2025

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Who we are
Raintree Chinese Medicine & Acupuncture Clinic ("Raintree", "we", "us", "our") provides acupuncture and Chinese medicine services at 31 Burgess Drive, Tewantin QLD 4565, Australia. respect your privacy and handle personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Because we provide healthcare, much of what we hold is health information (sensitive information) and we treat it with extra care.

1) The information we collect
• Patient details: name, date of birth, address, phone, email, emergency contact, and (if provided) Medicare/health fund details.
• Clinical information: presenting concerns, medical history, medications/allergies, treatme notes and plans, referrals and clinical correspondence.
• Bookings & communications: appointment data, reschedules/cancellations, and messages via phone/SMS/email/website forms/online booking.
• Website & analytics: technical data such as pages viewed, device/browser, approximate location and interactions (see Cookies).

2) How we collect information
• Directly from you (in person, phone, SMS, email, online forms/booking).
• From your authorised representative or another provider with your consent, or as required/authorised by law.
• Automatically from your use of our website via cookies or similar technologies (see Cookie

3) Why we collect and use information
• To provide healthcare: assess, plan and deliver acupuncture/Chinese medicine care; maintai accurate clinical records; coordinate care with other providers (with your consent or as permitted by law).
• To run the clinic: manage bookings, reminders, billing/rebates processing, administration, quality/safety and compliance.
• To communicate with you: appointment reminders, follow-ups and responses to enquiries.
• Marketing (optional): newsletters and updates only with your consent. You may opt out at a time.
• Legal & safety: where needed to prevent or lessen serious threats to life, health or safet or as otherwise required/authorised by law.

4) AHPRA & National Law
We follow the Australian Health Practitioner Regulation Agency (Ahpra) Guidelines for advertising a regulated health service and relevant National Law obligations in how we communicate and advertise our services.

5) Our service providers (no brand names)
We use trusted service providers who act on our instructions and must protect your informati
• Online appointment booking provider (bookings, reminders).
• Clinical records platform (electronic patient records and notes).
• Secure email/SMS and website hosting/IT support.
• Analytics/advertising partners for our website (see Cookies).
Where your health records are stored: Our clinical records are stored on secure servers loca

in Australia (Sydney region). Website analytics tools may process limited technical data in other countries—see Cookies for your choices.

6) Payments
We process in-person payments via a card terminal (e.g., EFTPOS/HICAPS). We do not store card numbers in our systems. Your bank/health fund manages card network processing.

7) Email & message security
Email isn't always secure. Please avoid sending detailed health information by email. For sensitive matters, use the phone or our booking/contact forms where possible.

8) Children and young people
We collect and handle children's information with the consent of a parent/guardian, unless the child is capable of providing informed consent themselves (as permitted by law).

9) How we store and protect information
• Access is role-based and limited to team members who need it.
• We use encryption and secure authentication for electronic systems, and protect any paper records from unauthorised access.
• We maintain policies, staff training and safeguards appropriate for health information and review them regularly.

10) Retention & deletion
We keep health records for at least the legal minimums:
• Adults: 7 years from the date of the last entry.
• Children: until the person turns 25.
We may retain longer where required by law or for clinical/medico-legal reasons, then securely destroy or de-identify records.

11) Cookies, analytics and ads
We use cookies and comparable technologies to help our website work and to understand how it is used. This may include analytics and advertising pixels.
What's collected: device/browser info, pages viewed, time on page and interactions. This data is generally aggregated or de-identified, but may be linked to your IP address or advertising IDs by the provider.
Why we use it: to improve site performance and content; to measure marketing; and to deliver/limit ads for our services.
Your choices:
• Use your browser settings to block/clear cookies.
• Use platform controls to manage ad personalisation (e.g., Google/Meta ad settings).
• If we display a cookie banner, you can accept, reject or manage preferences.
International transfers: Some analytics/ad providers may process data outside Australia. When we use them, we rely on contractual and technical safeguards and limit what's shared. For health records and clinical data, we store them in Australia as noted above.

12) Accessing and correcting your information
You can request access to or correction of your personal/health information. We'll respond within a reasonable time and may need to verify your identity. In some cases we may lawfully refuse or limit access (we'll explain why and your options).

13) Data breaches
If a data breach is likely to result in serious harm, we will notify you and the Office of th
Australian Information Commissioner (OAIC) in line with the Notifiable Data Breaches scheme,
including steps you can take to protect yourself.

14) Complaints or questions
If you're concerned about your privacy, please contact us first:
Raintree Chinese Medicine & Acupuncture Clinic
31 Burgess Drive, Tewantin QLD 4565, Australia
+61 7 5240 9192 · renee@raintreechinesemedicine.com.au

If you're not satisfied with our response, you can contact the OAIC:
Phone: 1300 363 992
Mail: GPO Box 5218, Sydney NSW 2001
Online: oaic.gov.au (privacy complaints)

15) Changes to this policy
We may update this policy to reflect changes in law or our practices. The latest version will
always be on our website with the effective date.

How this policy maps to the APPs (plain English)
• Notice & purpose (APP 1, 3–5): What we collect, why and how.
• Access & correction (APP 12–13): Your rights to see and correct information.
• Use/disclosure (APP 6): Care delivery, consent and legal exceptions.
• Overseas disclosure (APP 8): Website analytics may involve overseas processing; health
records stay in AU (Sydney).
• Security (APP 11) & Notifiable Data Breaches scheme: Safeguards and breach notification.