

Privacy Policy

I, Cassi Cowlam, understand that your privacy is important to you and that you care about how your information is used and shared online. I respect and value the privacy of everyone who visits My Site and will only collect and use information in ways that are useful to you and in a manner consistent with your rights and my obligations under the law.

I am aware of and recognise the importance of dealing with the collection, quality, security and disclosure of personal information in accordance with the National Privacy Principles and the Privacy Act 1988, and am committed to protecting your personal privacy.

Your Consent to this Privacy Policy

This Policy applies to my use of any and all data collected in relation to your use of My Site. Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of My Site. If you do not accept and agree with this Privacy Policy, you must stop using My Site immediately and exit it.

Definitions

“Account” means an account required to access and/or use certain areas and features of My Site;

“Cookie” means a small text file placed on your computer or device by My Site when you visit certain parts of My Site and/or when you use certain features of My Site;

“My Site” means this website, cassicowlam.com.au;

“Australian and EU Cookie Law” means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended in 2004, 2011 and 2015; and Privacy Act 1988 (Privacy Act) and Australian Privacy Principles (APPs);

“I/Me/Us/We” means Cassi Cowlam, registered in Australia, whose registered address is PO Box 2521, Southport BC QLD 4215;

“Personal Information” means information which personally identifies you, such as your name, street address, email address, telephone number or credit card details that you have provided

How Is Your Information Collected?

Throughout this site, you may be asked to provide personal information so that you can lodge a query and ask to be contacted, or to purchase a product or service. Please be assured that you choose exactly how much personal information you disclose and that this information will not be collected unless you provide it voluntarily.

Information is collected in a number of ways, including fulfilling product, test and service orders, communicating about products, services and offers, processing responses to forms and surveys, customer service, marketing and sales (including lead generation, market research, and managing advertising and marketing campaigns); optimising business operations.

When you provide said personal information, you are authorising the use of that information in accordance with the terms of this Privacy Policy and you further vouch that the information you supply is correct, is not abusive, inflammatory, and does not violate any law or laws in either your location or in Australia.

What is Collected?

Information that is provided directly by you. Examples include:

Shared Public Content: My Site may permit you to publicly interact with me and other users, share content, post comments, and ask or answer questions. Such shared content may be publicly viewable by others depending on where it is posted. If such information is shared on a third-party platform, such as a social media site, the collection, use, and sharing of your data will also be subject to the privacy policies and related agreements of that third party.

Forms and Surveys: you may be offered the opportunity to complete a form, survey, provide feedback, either through My Site or a third-party platform. If you participate, information will be collected and stored as part of your participation, such as your name and email address and any other requested relevant information. If you submit this information via a third-party platform, the collection, use, and sharing of your data will also be subject to the privacy policies and other agreements of that third party.

Payment Data: If you purchase a product, test or service, certain data will be collected about your purchase as deemed necessary to process your request. You must provide certain payment and billing data directly to our third-party payment processing partners, including your name, credit card number, security code, expiration date, billing address, and post code.

Email Information: If you choose to receive email notifications, your name and email address will be collected so that email communications about the requested information, products and services can be sent.

Customer Support Information: If you make contact (via email, phone, text, messaging platform, or through social media channels), I may collect and store your name, email address, telephone number, the content of your message, information about your business and any other data you provide. Some transactions may require us to telephone or text the customer.

Keeping Your Information Secure

The transmission of personal information via the internet or email is not completely secure. Although utmost precaution is taken to protect your personal information, I cannot guarantee the security of your information transmitted through My Site or over email; any transmission is at your own risk.

Who May Have Access to Your Information?

Publicly Shared Information. Any information you share in a public area of My Site will be available to anyone who can access that content.

Company Employees and Contractors. Your personal information may be shared with other employees at The Medical Sanctuary, and other contractors such as pathology laboratories, testing services and product companies in order to deliver services and products to you.

Third-Party Service Providers. Third-party service providers may be used to collect and process personal information from or about you on my behalf. Examples include processing credit card payments (eg Square), companies distributing product orders, pathology laboratories. They will have access only to the personal information needed to perform their functions.

Law Enforcement, Legal Process and Compliance. Your personal information may be disclosed (1) if required or permitted to do so by applicable law or legal process, (2) to law enforcement authorities or other government officials to comply with a legitimate legal request, (3) when it is believed disclosure is necessary to prevent physical harm or financial loss, (4) to establish, exercise or defend our legal rights, (5) in connection with an investigation of suspected or actual fraud or illegal activity or (6) otherwise with your consent.

Your personal information will never be shared with a third party or allow a third party to promote its products and services directly to you without your explicit consent.

Your Rights

You have rights in relation to the personal information held about you. Below is an outline of those rights and how to exercise those rights. Please note that you will be required to verify your identity before responding to any requests to exercise your rights by providing details only known to the account holder. Please note that for each of the rights below I may have valid legal reasons to refuse your request, in such instances I will let you know if that is the case.

Your Choices About the Use of Your Data: You can choose not to provide certain data to me, but you may not be able to use certain features of My Site. You always have the opportunity to opt out of our marketing communications or change your preferences by contacting me at cassi@cassicowlam.com.au.

Navigation Information: You may opt out from the collection of navigation information about your visit to the Site by Google Analytics by using the Google Analytics Opt-out feature.

Information from Third Parties: To manage the information received about you from a social media site or other third parties, you will need to follow the instructions from that party for updating your information and changing your privacy settings, where available. The information collected from My Site is covered by this Privacy Policy and the information the third-party collects is subject to such third party's privacy practices. Privacy choices you have made on any third-party site will not apply to the use of the information collected directly through My Site.

Cookies: A cookie is a small amount of data that is sent to a website user's browser from a Web server and is stored on the computer's hard drive. Non-identifying cookies are used to provide easier site navigation. My Site can still be used if your browser is set to reject cookies. Our cookies do not generate personal data, do not read personal data from your machine and are never tied to anything that could be used to identify you. You can disable cookies at any time by changing your browser or device settings. Further information about how to disable cookies check your Internet browser provider's website via your help screen.

Links to Third Party Sites

This Privacy Policy applies solely to My Site that you interact from and not to other companies' or organisations' websites to which this site is linked. You are encouraged to carefully read the privacy policies of any third party sites that you access.

Accessing, Updating, Transferring and Deleting Your Data

You can update your personal information as follows:

To update data, please contact cassi@cassicowlam.com.au. Where you request correction, please explain in detail why you believe the personal information held about you is inaccurate or incomplete. If you wish to access any personal information held about you, or to request a deletion or transfer of any information about you that has been obtained, you may contact cassi@cassicowlam.com.au. Please allow up to 15 business days for a response. For your protection, your identity may need to be verified before implementing your request. Please note that certain data is retained where there is a lawful basis to do so, including for mandatory record-keeping and to complete transactions.

At any time, you may object to the processing of your personal information, on legitimate grounds, except if otherwise permitted by applicable law. If you believe your right to privacy granted by applicable data protection laws has been infringed upon, please contact us at cassi@cassicowlam.com.au. You also may have a right to lodge a complaint with data protection authorities.

Changes And Updates To This Policy

Please revisit this page periodically to stay aware of any changes to this Policy, which we may update from time to time. If we modify the Policy, we will make it available here, and indicate the date of the latest revision. Your continued use of the Sites after the revised Policy has become effective indicates that you have read, understood and agreed to the current version of the Policy.

Contact Details

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