

Privacy Policy

The Performance Division is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

This Privacy Policy describes how we store, maintain, use and disclose Personal Information. By providing Personal Information to us, you consent to our storage, maintenance, use and disclosing of your Personal Information as set out in this Privacy Policy.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

Types of Personal Information we collect

Personal Information is information or an opinion that identifies an individual. We may collect the following Personal Information:

- name;
- mailing or street address;
- email address;
- telephone number and other contact details;
- social media information;
- age;
- date of birth;
- credit card or other payment information;
- sensitive information as set out below;
- information about your business or personal circumstances;
- information in connection with client surveys, questionnaires and promotions;

- your device identity and type, I.P. address, geo-location information, page view statistics, advertising data and standard web log information;
- information about third parties; and
- any other information provided by you to us via our website or our online presence, or otherwise required by us or provided by you.

How we collect your Personal Information

We may collect this Personal Information either directly from you, or from third parties, including where you:

- contact us through our website www.theperformancedivision.com;
- submit any of our online sign up forms;
- communicate with us via email, telephone, SMS, social media or otherwise;
- interact with our website, social media, services, content and advertising; and
- invest in our services or enquire about our services

We may also collect personal information from you when you use or access our website or our social media pages. This may be done through use of web analytics tools, 'cookies' or other similar tracking technologies that allow us to track and analyse your website usage.

We don't guarantee website links or policy of authorised third parties.

Use of your personal information

We collect your Personal Information for the following purposes:

- to provide our services to you;
- to provide information about you to our contractors, employees, consultants, agents or other third parties for the purpose of providing the service to you;
- for record keeping and administrative purposes;
- to send you marketing and promotional messages which you can opt out of/unsubscribe from at any time;
- to send you administrative messages, reminders, notices and information as required to provide the service to you; and
- to comply with our legal obligations.

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

We may share your Personal Information with third parties, including our third-party payment provider, accounting software and other software providers we work with to provide you the service.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

We may collect sensitive information about you during the process of providing the service. The type of sensitive information we may collect includes information about your health and injury history.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Rehab Like A Pro will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Name: Adam O'Halloran

Email: info@theperformancedivision.com

Our privacy policy was last updated on 6th December 2021.