



Encara Web Privacy Policy

At Encara, we value the privacy and security of your personal information. Our legal obligations are outlined in the Privacy Act 1988 (Privacy Act) and in the Australian Privacy Principles found in that Privacy Act. This Privacy Policy outlines how we collect, use, store, and protect your information when you visit our website. By accessing or using our website, you agree to the practices described in this policy.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** When you interact with our website or services, we may ask you for personal details, such as your name, email address, phone number, and billing information;
- **Cookies and Tracking Technologies:** We use cookies and similar technologies to enhance user experience and analyse website traffic. Cookies are small files stored on your device that help us remember your preferences and understand how you use our site.

2. How We Use Your Information

We use the information we collect for various purposes, including:

- To provide Allied Health services to you;
- To improve, personalise, and optimise user experience;
- To communicate with you, including sending you updates, promotional materials, or other information related to our services;
- To process transactions and provide customer support;
- To detect, prevent, and address technical issues and fraudulent activities.

3. How We Share Your Information

We do not share any of your personal information to third parties. However, we may share your data in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party vendors who assist us with accounting, invoicing, billing, payment processing (e.g. Health Funds/Medicare), hosting, analytics, authorised external audit services, and customer support. These providers are required to protect your information and use it only for the services they provide on our behalf;
- **Legal Requirements:** We may disclose your information if required by law or in response to valid legal requests, such as a subpoena or court order.

4. Data Security

We take the security of your personal information seriously and implement reasonable administrative, technical, and physical safeguards to protect it from unauthorised access,



alteration, or destruction. Information collected via our website is retained only as long as necessary and securely disposed of in accordance with applicable laws.

Please note that no method of transmission over the internet or mobile networks is completely secure, and while we strive to protect your data, we cannot guarantee absolute security.

5. Your Data Protection Rights

Depending on your location and applicable law, you may have the following rights regarding your personal data:

- **Access:** You may request a copy of the personal information we hold about you;
- **Correction:** You may request that we correct any inaccuracies in your personal information;
- **Deletion:** You may request that we delete your personal information, subject to certain exceptions;
- **Objection:** You may object to the processing of your personal information in certain circumstances;
- **Data Portability:** You may request a transfer of your personal data to another service provider, where applicable.

To exercise any of these rights, please contact us at enquiries@encara.co.au.

6. International Data Transfers

If you are located outside of Australia, please be aware that your personal data may be transferred to, and processed in, countries that may have different data protection laws than your country. By using our website and services, you consent to the transfer of your information to countries outside your jurisdiction.

7. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any third-party sites you visit.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technologies, or legal requirements. We will notify you of any significant changes by posting a prominent notice on our website or sending you an email. Please review this policy periodically for updates.

9. Contact Us

If you have any questions or concerns about this Policy, please email us at enquiries@encara.com.au or call us on 1300 761 965.