



CASHMERE OSTEO
We fix your aches and pains

PRIVACY POLICY

At Cashmere Osteo we are committed to protecting and respecting your privacy. This Policy explains how, when and why we collect personal information about people who visit Cashmere Osteo, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

INTERPRETATION:

The words of which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

DEFINITIONS:

For the purposes of this Privacy Policy:

- Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Cashmere Osteo, 67 Cashmere Road, Christchurch.
- Cookies are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.
- Device means any device that can access the Service such as a computer, a cellphone or a digital tablet.
- Personal Data is any information related to an identified or identifiable individual.
- Service refers to the Website and treatments provided at Cashmere Osteo.
- Service Provider means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analysing how the Service is used.
- Usage Data refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).
- Website refers to Cashmere Osteo, accessible from <https://www.cashmereosteo.co.nz/>
- You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

While using Our Service, We may ask You to provide Us with certain personally identifiable information that can be used to contact or identify You. Personally identifiable information may include, but is not limited to:

- Name
- Date of birth
- Email address
- Phone number
- Usage data

Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When You access the Service by or through a mobile device, We may collect certain information automatically, including, but not limited to, the type of mobile device You use, Your mobile device unique ID, the IP address of Your mobile device, Your mobile operating system, the type of mobile Internet browser You use, unique device identifiers and other diagnostic data.

We use Cookies and similar tracking technologies to track the activity on Our Service and store certain information. They are mainly used to remember your browsing preferences such as information you may enter on one of our contact forms.

We may also collect information that Your browser sends whenever You visit our Service or when You access the Service by or through a mobile device.

We collect your personal information in order to:

- Create unique medical records.
- Provide you with products and services, and manage our relationship with You.
- Contact you, for example, to respond to Your queries or complaints, or if we need to tell you something important.
- Identify and tell you about products or services that we think may be of interest to You.
- For billing purposes.
- For auditing purposes. For example, it is a requirement that we create and store accurate records for all our patients and bill ACC and insurance providers appropriately.
- To keep You informed of any promotions we are offering.
- To send You any educational material that we believe may be of benefit to you.
- To enable us to communicate appropriately with people/organisations that help us provide effective management of Your condition/case e.g. doctor, specialist, dietician, personal trainer, medical centre.
- To remind you about appointments You have booked with Cashmere Osteo, Gensolve Practice Manager may send you an automated text message or email. This information is captured from Gensolve when You book an online appointment with Cashmere Osteo. When You sign a new patient consent form You will be asked if you would like to be added to our mailing list. You may unsubscribe from future mailings at any time either by contacting us or clicking unsubscribe in the email.

Besides our staff, we share Personal Data with Gensolve Practice Management Program (GPM) in order to securely store Your clinical notes on GPM's cloud database and manage Your bookings. For more information on GPM's privacy policy please refer to the Gensolve website <https://www.gensolve.com/nz/privacy-policy/>

Our clinician and administrative staff can access GPM via password-protected login. All personal information provided to us on paper is scanned to GPM and then shredded.

We do not rent or sell Your information to third parties. We do not share Your information with third parties for marketing purposes.

Providing some information is optional. If You choose to withhold Your name, email address, phone, date of birth or relevant medical history, we'll be unable to provide You with osteopathic treatment. We review our retention periods for Personal Data regularly. We are required to hold some types of information to fulfill legal obligations. This means You cannot ask for Your records to be removed or destroyed. We will retain Your personal information for as long as necessary. The statutory period for the retention of health records for an adult is 10 years after the patient's last appointment. You have the right to ask for a copy of any personal information we hold about You, and to ask for it to be corrected if You think it is wrong.

If You request a copy of your information or to have it corrected, please email us at tim@cashmereoste.co.nz, or call 03332676, or visit 67 Cashmere Road, 8022 Christchurch.