Website Privacy Policy - Me Clinic

Canonical: https://www.meclinic.com.au/privacy-policy/

Details:

This policy explains what information is collected about you when you visit this website, how it is used, and whether it is disclosed to anyone.

It covers website visitors . If you are a patient, information collected in the course of your care is covered separately - see privacy policy: patient information .

Web log files

As with most websites, our servers automatically log certain technical information about every request - things like the page requested, the time, and technical details about the browser and connection.

This is used for:

System administration

Producing aggregate usage statistics

Diagnosing technical problems with the site

Investigating computer misuse involving this site, where relevant

Logged information is not passed to any third party except where required by law.

Forms on this site

We use electronic forms on this site to collect personal information for purposes directly related to our services - for example the consultation form and enquiry forms.

Completing and submitting any form on this website is entirely your choice. By submitting a form you agree that Me Clinic may use the personal information you supply through it for the purposes described in this policy.

Information submitted through forms is not passed to any third party, other than as set out under Service providers below or where required by law.

How we handle your information

We collect and use your information to administer, support and improve our service, and to obtain feedback on it

We may use it to identify services that may be of interest to you, and to personalise our service and communications

We may contact you for feedback on our services

You can ask us at any time to stop contacting you for direct marketing , and we will

We will not disclose your personal information to other organisations without your permission, except where required or permitted by law

Analytics and advertising

This website uses Google Analytics, including its advertising features, to produce aggregated information about our visitors - such as broad demographic and interest categories. We use this to understand how the site is used overall.

We do not use this data to identify individual visitors or individual visits, and we do not sell or supply it to third parties.

These features rely on cookies and similar identifiers set by Google. You can opt out. Options include:

Google's Ads Settings , and the equivalent settings for mobile apps

The Google Analytics opt-out browser add-on

Industry opt-out tools such as the Network Advertising Initiative's consumer opt-out

Your browser's own cookie controls

Service providers

We use outside contractors to carry out activities on our behalf, such as website hosting and IT services. They are required to meet security and confidentiality obligations, and not to use your information for any purpose other than the activities we have engaged them for.

Security

We take reasonable steps to protect information submitted through this site. No transmission over the internet can be guaranteed completely secure, and you send information at your own risk - but images and details submitted through the consultation form are uploaded via a secure connection.

Links to other sites

This site links to external websites, including AHPRA, the Medical Board of Australia and professional bodies. Those sites have their own privacy policies, and we are not responsible for their content or their handling of your information.

Access, correction and complaints

You may request access to the personal information we hold about you, ask us to correct it, or make a complaint about how we have handled it. Please put your request in writing.

Me Clinic 4 Burke Road, Malvern East VIC 3145 Email: doctors@meclinic.com.au Phone: 1300 852 050 or (03) 9569 3511

If you are not satisfied with how we handle a complaint, you may take it to the Office of the Australian Information Commissioner at oaic.gov.au , or to the privacy commissioner in your state or territory.

Changes to this policy

We may update this policy from time to time. The current version will always be published here.

Version 1.00 - February 2019.

See also: privacy policy: patient information and terms and conditions .

Common questions about this policy

Who does this policy cover?

Website visitors. If you are a patient, information collected in the course of your care is covered separately by the patient information privacy policy.

What is logged when I visit?

Technical information about every request - the page requested, the time, and technical details about the browser and connection.

What are the logs used for?

System administration, aggregate usage statistics, diagnosing technical problems with the site, and investigating computer misuse involving this site where relevant.

Are the logs shared?

Logged information is not passed to any third party except where required by law.

Do I have to fill in a form?

No. Completing and submitting any form on this website is entirely your choice.

What am I agreeing to by submitting one?

That Me Clinic may use the personal information you supply through it for the purposes described in this policy.

Is form information shared?

Not with any third party, other than the service providers described in this policy or where required by law.

How is my information used?

To administer, support and improve our service and obtain feedback on it; to identify services that may be of interest to you; and to personalise our service and communications.

Can I stop marketing contact?

Yes. You can ask us at any time to stop contacting you for direct marketing, and we will.

Will my information be given to other organisations?

Not without your permission, except where required or permitted by law.

Does this site use analytics?

Yes - Google Analytics, including its advertising features, to produce aggregated information such as broad demographic and interest categories.

Are individual visitors identified?

No. We do not use this data to identify individual visitors or individual visits, and we do not sell or supply it to third parties.

How do I opt out of analytics?

Through Google's Ads Settings and the equivalent settings for mobile apps, the Google Analytics opt-out browser add-on, industry opt-out tools such as the Network Advertising Initiative's consumer opt-out, or your browser's own cookie controls.

Who else handles my information?

Outside contractors carrying out activities on our behalf, such as website hosting and IT services. They must meet security and confidentiality obligations and may not use your information for any other purpose.

Is the site secure?

We take reasonable steps to protect information submitted through it. No transmission over the internet can be guaranteed completely secure, and you send information at your own risk - but images and details submitted through the consultation form are uploaded via a secure connection.

What about the sites you link to?

External sites, including AHPRA, the Medical Board of Australia and professional bodies, have their own privacy policies. We are not responsible for their content or their handling of your information.

How do I access or correct my information?

Put your request in writing to Me Clinic, 4 Burke Road, Malvern East VIC 3145, doctors@meclinic.com.au, or phone 1300 852 050 or (03) 9569 3511.

What if I am not satisfied with the response?

Take it to the Office of the Australian Information Commissioner at oaic.gov.au, or to the privacy commissioner in your state or territory.

Which version is this?

Version 1.00, February 2019. We may update the policy from time to time, and the current version is always published here.