

Zap The Fat understands and shares your concerns about how personal information is collected, disclosed, used and stored.

We realise our success depends on you, our customers and we want to assure you that we take the protection of your personal information seriously. This privacy policy is designed to ensure that you are generally aware of how we handle your personal information.

We are committed to safeguarding your information. This means that, among other things, we will comply with the National Privacy Principles under the Privacy Act 1988 (Cth) and other applicable Australian privacy laws.

This Privacy Policy does not apply to personal information in the context of employment – staff and other relevant individuals can contact our human resources team for more information about their privacy.

Why we collect personal information

We mainly collect personal information to enable us to provide services or deliver products to you, to complete transactions with you or on your behalf and/or to better understand your requirements and preferences.

If you choose not to provide personal information, we may not be able to provide you with the assistance you require.

The type of personal information we collect

We collect information at various times during our relationship with you. The nature of the personal information collected by us may include your name, phone number, mobile number, facsimile number, delivery address, residential address, email address, date of birth, credit card/payment details, personal information in surveys, testimonials, complaints, and other associated personal information.

We may also collect sensitive information from you during our relationship with you including your medical history, history of therapeutic goods use, details of your health, ailments and afflictions, and other associated sensitive information.

How we collect personal information

We may collect your personal information if you:

- register as a visitor on the website;
- make a product or service enquiry;
- have contact with our Naturopath centre;
- request Naturopathic advice from us;
- place an order with us;
- purchase a product or service from us;
- complete a survey;
- enter into a competition or promotion we are conducting;
- are referred to us through a sponsorship arrangement we have a sponsor or with a sponsor;
- are referred to us through an alliance arrangement we have with an alliance;
- lodge a complaint with us; and
- provide feedback to us.

We may collect sensitive information where you have consented to the collection of such information or where collection is authorised by law.

We will generally collect personal information from you directly however we may from time to time, collect personal information about you from third parties such as your friends, sponsors, alliances or from rented lists as stated above.

Where we collect personal information either directly from you or from a third party, we will take reasonable steps to inform you, upon the collection of such personal information or at a reasonable time thereafter, of our contact details, the purpose for which the personal information has been collected and any other matters required by the Privacy laws.

Other personal information we collect

As a user of the website, we may also collect cookies and other session variables relating to your use of the website. A cookie is a small amount of information sent from a web server to your computer. This information does not personally identify you, but it does tell if you select a product and put it in your shopping basket, but do not complete the transaction. However, we do

not know your personal identity, unless you have previously registered with us. With most Internet browsers, users can erase cookies from their computer's hard drive, block all cookies, or receive a warning before a cookie is stored. However, some parts of the website may not function fully for users that disallow cookies.

We take steps to protect personal information you send to us through the website, such as the use of encryption technology. The encryption process automatically encrypts, or scrambles all of your information when you send it to us, providing strong protection from others who may try to access your information.

Use and disclosure of your personal information

We may use your personal information to:

- verify your identity;
- monitor calls in order to monitor staff performance and ensure quality service;
- provide naturopathic advice;
- make suggestions as to products that may assist you;
- maintain and develop our business systems;
- send our catalogues and brochures to you if you have registered to receive them;
- conduct market research;
- research and enhance our products and services;
- address your feedback;
- address your complaints;
- assess, monitor and react to any emerging potential legal liabilities; and
- monitor staff performance.

We may use your personal information for any other purpose related to the above if the related purpose would be within your reasonable expectations or for any other purpose to which you give your express or implied consent and as otherwise provided in the Privacy laws.

In order to fulfil the purposes set out above, we may disclose your personal information to:

- a friend you have referred to us;

- advertising agencies;
- marketing agencies;
- market research companies;
- mailing houses;
- transport/delivery companies including Australia Post and third party fulfilment contractors;
- our professional advisors, including lawyers, technical experts and medical experts;
- the Therapeutic Goods Administration;
- government and regulatory authorities and other organisations required by law;
- organisations involved in the transfer or sale of all or part of our assets or business;
- outsourced service providers who manage the products and services we provide to you including billing and debt recovery functions and information technology services; and
- our related entities.

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer able to be retained for any lawful purpose.

Direct Marketing

We may use your personal information (other than sensitive information) for the purpose of direct marketing where permitted by privacy laws. If you do not wish to receive product and service offerings/catalogues and mailouts from us, please contact us.

Quality

We will use reasonable endeavours to ensure that all personal information we collect, use and/or disclose is accurate, complete and up to date, whether stored electronically or physically.

To assist us in achieving our data quality objective, please contact us at the address below if you believe that your details are not accurate, up to date and complete.

Data Security

We take reasonable steps to protect the security and privacy of your personal information and to prevent misuse, loss, or unauthorised modification, disclosure and access. On occasions, you may provide personal information to us over the Internet (including by email). Unfortunately, no data transmission over the Internet can be guaranteed as totally secure. Whilst we strive to protect such information, we do not warrant and cannot ensure the security of any information which you transmit to us. Accordingly, any information which you transmit to us is transmitted at your own risk. Nevertheless, once we receive your transmission, we will take reasonable steps to preserve the security of such information.

From time to time, we may restrict access to certain sections of the website to registered users with passwords. For your own protection, we require you to keep any such passwords confidential and to change them regularly.

Your rights of access to personal information we hold about you

You can ask us to provide you with access to personal information we hold about you (including for the purpose of advising us of any inaccuracies) by writing to us at the email address listed below. Please provide as much detail as you can about the particular information you seek, in order to help us retrieve it. There is no fee for making such a request, however we may in some cases charge a reasonable fee for providing access to your personal information. We will comply with any such request to the extent required by law and will endeavour to respond to your request in a timely manner.

Transborder Data Flows

We only transfer your personal information overseas in order to perform one or more of our functions and activities. In such circumstances, we will either obtain your express or implied consent or use our reasonable endeavours to ensure that your personal information is handled consistently with the Privacy laws.

How to contact us

If you have any questions in relation to this Privacy Policy, please contact our Privacy Officer:

E-mail: info@zapthefat.com.au

Mail: The Privacy Officer
Zap The Fat

PO Box 1148
Caloundra QLD 4551

Changes to this Privacy Policy

We may change this Privacy Policy from time to time without notice to you to take account of new laws and technology, changes to our operations and practices and the changing business environment.