

Privacy Policy – Wellspring Studio

Effective Date: 15/04/2026

Wellspring Studio (“we”, “us”, “our”) is a nurse-led IV infusion and wellness studio committed to protecting your privacy and handling your personal and health information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and applicable NSW health records legislation.

1. What Information We Collect

We collect personal and sensitive information necessary to provide safe and effective care, including:

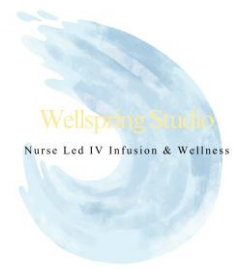
- **Personal Information:** Full name, date of birth, address, phone number, email address, emergency contact details
 - **Health Information (Sensitive Information):** Medical history, medications, allergies, symptoms, treatment records, clinical notes, and practitioner assessments
 - **Payment Information:** Billing details and transaction records
 - **Website & Communication Data:** Online enquiries, appointment bookings, and website usage data (e.g. cookies)
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2. How We Collect Your Information

We collect information directly from you when you:

- Complete intake or consent forms
- Attend consultations or receive treatments
- Book appointments online, by phone, or in person
- Contact us via SMS, email, social media, or our website

With your consent, we may also collect information from your treating healthcare providers.



3. Why We Collect, Use and Disclose Information

We collect, use and disclose your information to:

- Provide IV infusion therapy and wellness services safely and effectively
 - Assess your suitability for treatment and manage clinical risk
 - Maintain accurate health records as required by law
 - Process payments and manage bookings
 - Communicate with you regarding appointments, follow-ups, and relevant updates
 - Comply with legal, regulatory, and professional obligations
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4. Disclosure of Your Information

We may disclose your information to:

- Healthcare professionals involved in your care (with your consent)
- Pathology or diagnostic providers (if required)
- Third-party service providers (e.g. booking systems, payment processors)
- Government or regulatory authorities where required by law

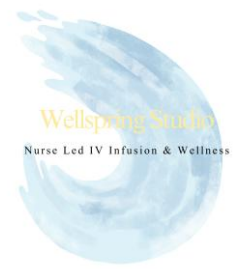
We do **not sell, rent, or trade your personal information.**

5. SMS and Marketing Communications

With your consent, we may send you appointment reminders, service updates, or occasional promotional messages via SMS or email.

You can opt out at any time by:

- Replying **STOP** to SMS messages
- Clicking “unsubscribe” in emails
- Contacting us directly



Message and data rates may apply.

6. Storage and Security

We take reasonable steps to protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes:

- Secure electronic health record systems
 - Password protection and access controls
 - Secure storage of any physical records
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7. Access and Correction

You have the right to request access to the personal or health information we hold about you and request corrections if it is inaccurate, incomplete, or out of date.

Requests can be made using the contact details below.

8. Retention of Health Records

We retain health records in accordance with Australian legal requirements. In general:

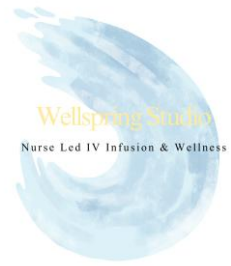
- Adult records are retained for at least **7 years** from the last date of service
 - Records for individuals under 18 are retained until at least age 25
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9. Cookies and Website Use

If you use our website, we may collect non-identifiable information via cookies to improve user experience and website performance.

10. Complaints

If you believe your privacy has been breached, you can contact us. We will investigate your complaint and respond within a reasonable timeframe.



If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

11. Contact Us

Wellspring Studio
256 Soldiers Point rd, Salamander Bay NSW 2317
mywellspringstudio@gmail.com
02 4006 5770

We may update this Privacy Policy from time to time and we will endeavour to ensure the most up to date information is available