

Privacy Policy

Cool Therapies Oceania

1. Scope

This Privacy Policy explains how Cool Therapies Oceania may collect, use, store and disclose personal information.

It also sets out how you can contact us to request access to your personal information held by Cool Therapies Oceania and to request a correction or complain about a breach of privacy.

Key Concepts

In this Privacy Policy:

Cool Therapies Oceania means Cool Therapies Oceania Pty Ltd ABN 25 669 071 256 and each of its related bodies corporate.

Personal information is any information about a person, whether true or not, from which that person may be identified. It includes a person's name, contract details and information about a person's dealings with a business.

Products means the therapy devices and associated products supplied by Cool Therapies Oceania.

Sensitive information is a type of personal information which may include, amongst other things, health information, information regarding a person's criminal record, mental health information and racial or ethnic origin.

Application

By providing personal information, including any sensitive information, to Cool Therapies Oceania or by using Cool Therapies Oceania's website, you agree to the terms and conditions of this Privacy Policy and the use of your personal information or sensitive information in accordance with this Privacy Policy.

2. Collection of Personal Information

Cool Therapies Oceania collects personal information from you for purposes connected with the operation of our business of supplying cool therapy devices and associated products.

If we do not collect your personal information, we may not be able to do business with you or respond to your enquiries.

Any personal information that you provide to us will usually be collected through your interactions with us, such as through our website or through phone contact with you.

For example:

- If you wish to purchase or rent our Products, Cool Therapies Oceania will need to collect certain information from you, such as your name, address, date of birth, email address, phone number and potentially other contact details – we may also collect your health insurance information where it is relevant to your dealings with us
- If you contact us about Products that you have bought or rented from us, Cool Therapies Oceania will collect personal information from you as part of that interaction

At times, it may be necessary for Cool Therapies Oceania to collect sensitive information from you, such as health and medical procedure information. Examples may be to determine if our Products are appropriate for you, to investigate a complaint about the Products and to support the use of our Products.

Cool Therapies Oceania may also collect your personal information from third parties in relation to our dealings with you, such as credit reporting bodies or other similar entities. In the event that we receive your personal information unsolicited from a third party, it is under the condition that the third party providing this data has obtained your consent to disclose your personal information to Cool Therapies Oceania.

Online Interaction and Cookies

Cool Therapies Oceania will also collect certain standard information that is sent by your system to our website or other application of ours that you have accessed. This includes:

- Technical information such as your IP address, browser type, operating system, language, time zone setting, access times and any referring website addresses
- Information about your visit to our website including the clickstream to, through and from our site (including date and time), the pages visited, page interaction information and methods used to browse away from the page

This information is used by Cool Therapies Oceania to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.

Most of this information is collected through the use of 'cookies', which is a small file placed on your computer by a web page server or other application. If you do not want 'cookies' to be used, you can adjust your browser settings to reject cookies.

Cool Therapies Oceania also uses pixel tags (which are similar to cookies) to monitor the open rate of our communications to customers. They are used to determine whether certain promotional or commercial emails we send to you are opened. This helps us understand the effectiveness of communications we send.

3. Use and Disclosure of Personal Information

Cool Therapies Oceania will use your personal information to conduct its business of supplying and supporting the Products. This means that your personal information may be used for the following:

- For the supply, distribution and support of our Products
- To respond to your enquiries and requests about our Products, including via email, SMS or post
- For compliance with laws and regulatory requirements, such as maintaining a record of medical queries, complaints, adverse events and recalls relating to our products
- For the assessment of credit account applications
- For business record keeping purposes as required by any applicable laws or internal business policies
- For internal business purposes, such as improving our products and services, internal management and employee performance
- For any other purpose that you have express consented to

Cool Therapies Oceania may disclose your personal information to third parties (including overseas parties) where it relates to the use of personal information as outlined above. This may include disclosing your personal information to:

- Manufacturers and supplier of the Products – we note that our supplier is located in and the Products are manufactured in the United States and personal information may need to be disclosed to this entity for support purposes, quality assurance and regulatory purposes
- Advisers, including lawyers, insurers, financial institutions, accountants and auditors
- Third party service providers such as website hosting, IT services, mobile application hosting, data analysis, e-mail and direct mail delivery services, payment and credit card processing, and other such services
- Government, regulatory and law enforcement authorities, as required by them

4. Security

Cool Therapies Oceania holds personal information in electronic form, on our system and through third party data storage providers and, in some cases, in hardcopy files kept within our premises and off-site archives.

Cool Therapies Oceania uses reasonable physical, administrative, and technical safeguards to protect your personal information from loss, misuse, and unauthorised access, disclosure, alteration, or destruction. This includes both physical and electronic security measures (including physical barriers, firewalls and secured databases) to protect personal information against unauthorised access.

Access to the personal information is restricted to those employees and third-party service providers who need to use the data.

Modern information storage practices and practices such as hacking mean that we can not guarantee that your personal information will not be accessed and used by people other than those for whom the data is intended. If you believe that your personal information held by us has been accessed, please immediately notify us of the problem by contacting our Privacy Officer using the details below.

5. Your Rights to Access and Correct your Personal Information

Subject to any legal restrictions, such as exceptions in the Privacy Act, Cool Therapies Oceania will inform you of the personal information that we hold about you if you make a request to our Privacy Officer using the details in Section 7 of this Privacy Policy.

If you believe there are errors in the personal information we hold about you, please let us know so that we can correct any inaccuracies as soon as is reasonably practicable. Again, contact our Privacy Officer using the details in Section 7 of this Privacy Policy to inform Cool Therapies Oceania of these inaccuracies.

6. Complaints

If you have a complaint about how we have handled your personal information, please contact our Privacy Officer using the details in Section 7 of this Privacy Policy.

Cool Therapies Oceania will investigate your complaint and endeavour to respond to you within 30 days.

If you are not satisfied with our response you may contact the Office of the Australian Information Commissioner (**OAIC**) to seek a review of our response. The relevant information on how to raise your complaint with OAIC can be accessed at <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>.

7. Contact Details

Our Privacy Officer can be contacted using the following details if you have queries about this Policy or you wish to contact us as set out in this Policy:

Cool Therapies Oceania Pty Ltd
19/2 Templar Place Bennetts Green, NSW, 2290 Australia
contact@nice1.com.au
(02) XXXXXXXX
www.nice1.com.au