

Privacy & Data Policy

Our Commitment to Privacy

Bribie Medical Equipment is committed to protecting your privacy and managing personal information responsibly. We handle personal information in accordance with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

This policy explains how we collect, use, store and disclose personal and health information.

Information We May Collect

Personal information refers to information or an opinion that identifies an individual. In some cases, we may also collect health information where it is required to supply medical equipment or related services.

The information we collect may include personal details, contact information, and relevant health or product-related requirements.

How We Collect Information

We may collect personal information through a variety of methods, including:

- Phone conversations or written correspondence
- Emails and website enquiries
- Forms completed in-store or online
- Interactions through our website
- Information provided by authorised third parties such as suppliers or service providers

Where possible, information will be collected directly from you.

Why We Collect Personal Information

Personal information is collected primarily so we can:

- Provide products and services to you
 - Process enquiries and orders
 - Communicate with you regarding products, services or support
 - Meet legal and regulatory obligations
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Sensitive and Health Information

Certain information, such as health-related details, is considered sensitive information.

This type of information will only be used:

- For the purpose for which it was collected
 - For a related purpose that you would reasonably expect
 - With your consent
 - Where required or authorised by law
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Disclosure of Personal Information

We may disclose personal information in limited circumstances, including:

- To third parties where you have given consent
- To service providers assisting us in delivering products or services
- Where disclosure is required or authorised by law

We do not sell or rent personal information to third parties.

Keeping Information Accurate

We aim to ensure that personal information we hold is accurate, current and complete. If any information we hold about you is incorrect or outdated, please contact us so we can update our records.

Security and Storage

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Where personal information is no longer required, we will take reasonable steps to securely destroy or de-identify it. Certain records may be retained for a minimum period where required for legal or business purposes.

Accessing or Updating Your Information

You may request access to personal information we hold about you or ask for corrections if the information is inaccurate or incomplete. Requests can be made by contacting us through our website or customer service channels.

Website Cookies

Our website may use cookies to improve your browsing experience. A cookie is a small file stored on your device that helps us understand how visitors interact with our website.

Cookies allow us to:

- Analyse website traffic
- Identify which pages are most useful to visitors
- Improve website performance and functionality

The information collected through cookies is used for statistical purposes and does not give us access to your computer or personal files.

Most web browsers automatically accept cookies, but you can change your browser settings to decline them if you prefer. Some website features may not function correctly if cookies are disabled.

Links to External Websites

Our website may contain links to other websites for your convenience. Once you leave our website, we do not have control over those sites and cannot be responsible for their privacy practices. We recommend reviewing the privacy policies of any external websites you visit.

Controlling the Use of Your Information

You may choose to limit how your personal information is used, particularly in relation to marketing communications. If you previously agreed to receive marketing information, you may withdraw your consent at any time by contacting us.

Policy Updates

Bribie Medical Equipment may update this Privacy & Cookies Policy from time to time. The most current version will always be available on our website.