

# Privacy Policy

## Introduction

ELM Nutrition (ABN 95 415 415 723) is committed to managing personal information in accordance with the Australian Privacy Principles under the *Privacy Act 1988* (Cth) (**Act**) and in accordance with other applicable privacy laws.

This document sets out our policies for managing your personal information and is to be referred to as our **Privacy Policy**.

In this Privacy Policy, “we” and “us” refers to ELM Nutrition (ABN 95 415 415 723) and “you” refers to any individual from whom we collect personal information.

## Collection of information

When you visit our website, we collect information that is necessary and relevant to provide you with the product and service requested. Information may include your name, e-mail, phone number, address, date of birth, gender, health history including family history and credit and direct debit details. This information may be stored on our computer records system and/or in handwritten records.

We collect information in a variety of ways, such as over the phone, over the internet via online transactions and in person.

## Security & Use of information

We will treat your personal information as strictly private and confidential, taking reasonable measures to protect your personal information from unauthorised access, use or disclosure. We will only use or disclose it for purposes directly related to providing our products and services to you.

We may utilise your personal information to send marketing communications about our products, services, promotions or offers. You are entitled to opt out of receiving these communications at any time by following the instructions provided within the communication or contacting [info@elmnutrition.com.au](mailto:info@elmnutrition.com.au).

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to the Police, government regulatory bodies, tribunals, courts of law and debt collection agents.

## Third Party Links

This website may contain links to third party websites of which we are not responsible for the privacy practices of these websites. For more information on third party

website links located on this website, we advise you to read their privacy policies before providing any personal information for your own protection.

## **Data Quality**

We will take any reasonable steps to ensure that your personal data and information is accurate fully complete and up to date. We request that you let us know if any of the information we hold about you is out of date or incorrect.

## **Corrections**

If you believe that the information we hold about you is not accurate, fully complete or up to date, we ask you to contact us in writing, via email or letter.

## **Complaints**

If you have a complaint about the privacy of your personal information, we request that you contact us in writing via [info@elmnutrition.com.au](mailto:info@elmnutrition.com.au). Upon receipt of a complaint, we will consider the details and attempt to resolve it in a timely manner and in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of your complaint or the outcome, you may make an application to the Australian Information Commissioner or the Privacy Commissioner in your State or Territory.

## **Changes to this Privacy Policy**

We may amend this Privacy Policy in future, with or without notice to you. We recommend that you visit our website frequently to keep up to date with any changes.

## **Disclaimer**

The information this website and subsequent programs, products and services are strictly intended for informational and educational purposes only. All statements are not intended to cure, diagnose prevent or treat any disease or illness. Use of information or advice from this site and its subsequent programs, products and services are at your risk. Please consult a medical physician before making any changes to your diet or lifestyle. ELM Nutrition disclaims responsibility for any losses, injuries, costs or harm that may result from it.

## **Contact**

Please direct any questions or queries to [info@elmnutrition.com.au](mailto:info@elmnutrition.com.au).