

## **Privacy policy**

### Leigh Dumpleton Herbalism

Leigh Dumpleton Herbalism (“Leigh Dumpleton”) is committed to protecting your privacy. This Privacy Policy applies to the Leigh Dumpleton Herbalism website and associated social media platforms, written documentation and information provided verbally and governs data collection and usage. By using Leigh Dumpleton’s sites you consent to the data practices described in this statement.

#### **1. COLLECTION OF YOUR PERSONAL INFORMATION**

Leigh Dumpleton collects and stores personal information from and about you including but not limited to name, email address, home or work address, billing or payment information, health information and other personal information.

Leigh Dumpleton may collect information about your computer hardware, mobile hardware and software. This may include but is not limited to your IP address, login, connection information, purchase history, access times, length of visits, page interaction information, reviews, subscriptions, recommendations, comments, and other diagnostic data.

When a consultation is provided to you this will be done in a private space, including when a consultation is undertaken online. You should confirm the privacy of your own space when making an at-home appointment.

This information is collected in order to provide you with professional Medical Herbalist services including but not limited to, health assessment, health recommendations, prescriptions services, managing appointments, managing appointment payments and managing website services. Leigh Dumpleton may also use this information to provide users with ongoing support, maintain quality of services, provide general statistics regarding the use of the website, and comply with all and any applicable laws and regulations.

#### **2. USE OF PERSONAL INFORMATION**

Leigh Dumpleton collects and uses your personal information to operate the Leigh Dumpleton website and deliver services you have requested. Leigh Dumpleton may also use your information to inform you of other products or services available from Leigh Dumpleton. Providing your personal information to Leigh Dumpleton is voluntary. If you chose not to provide health and personal information to Leigh Dumpleton it may affect the services provided to you.

Any information you disclose to Leigh Dumpleton will be done so with your explicit consent at the time of disclosure, through written and verbal means. Your information is private and confidential and will never be shared without your consent. Leigh Dumpleton does not sell, rent or lease it’s customers information to third parties.

Leigh Dumpleton may disclose your personal information without notice only in the following circumstances;

- a) Where Leigh Dumpleton believes you to be at immediate risk of harm to yourself or to others,
- b) If Leigh Dumpleton is required to do so by law,
- c) Leigh Dumpleton is acting to protect and defend the rights or property of Leigh Dumpleton.

### 3. SECURITY OF YOUR PERSONAL INFORMATION

Leigh Dumpleton secures your personal information from unauthorised access, use or disclosure. Leigh Dumpleton secures the personally identifiable information you provide on computer and mobile servers using Cliniko, and keeping secure electronic devices, in a controlled, secure, environment, protected from unauthorised access, use or disclosure.

Your information is kept safe and also stored securely with third party service providers, including but not limited to the following'

- a) the dispensary service *Mypatient Ordering* through Integria, in order to provide you with herbal prescription services;
- b) New Zealand Post, to ship any purchased prescribed items to you;
- c) Stripe, for processing online payments.

Your information is stored and/or transferred electronically with these service providers in order to manage client bookings, appointments, prescriptions, communications, payments and in the management of client health and treatment notes. Other electronic platforms in which your information may be collected and used for the above stated purposes include Facebook and Instagram, and over telecommunications connections including telephone. Information you provide to Leigh Dumpleton in the engagement and provision of telehealth video and/or audio calls is facilitated through the Cliniko platform and is transferred via secure end-to-end, peer-to-peer encryption methods. No personally identifying information is transmitted during a telehealth consultation. Any physical notes Leigh Dumpleton may take about information you disclose to Leigh Dumpleton is transferred to the Cliniko client management system and any physical notes are then destroyed securely.

Please refer to the individual Privacy policies of third-party service providers for more information about how these companies use, collect and store your information.

Your information will be kept for as long as it is needed for its intended purpose, all information will be held for a minimum of one year after the date of your last engagement with the service, after this date your information may be securely erased. Your information is retained for up to a year so your personal information will not need to be collected again if you decide to re-engage. If you would like your data to be securely erased prior to this one-year period you may contact [info@leighdumpletonherbalism.nz](mailto:info@leighdumpletonherbalism.nz) to request this.

### 4. CHANGES TO PRIVACY POLICY

Leigh Dumpleton will occasionally update this Privacy Policy to reflect business and customer feedback. Leigh Dumpleton encourages you to periodically review this Policy to be informed of how Leigh Dumpleton is protecting your information. Any changes will take effect immediately upon being posted on the Leigh Dumpleton website.

## 5. COOKIES

Any collection, via cookies, of information about you based on your engagement with the Leigh Dumpleton website will be explicitly displayed on the Leigh Dumpleton website and you will have the ability to opt-in or opt-out of cookie collection and to manage all aspects of cookie collection. To understand more about cookies, check out <https://allaboutcookies.org/>. Navigate to browser settings to format cookie settings specific to your browser type. To opt out of Google Analytics tracking across all websites, visit <https://tools.google.com/dlpage/gaoptout>

## 6. WIX

Your personal information will be used for the specific reasons stated above only. The Leigh Dumpleton business website is hosted on the Wix.com platform. Wix.com provides an online platform that allows Leigh Dumpleton to sell and disseminate information about Leigh Dumpleton's products and services to you. Your data may be stored through Wix.com's data storage, data bases and general Wix.com applications, which employ HTTPS and Secure Sockets Layer (SSL) protocols, and store your data on secure servers behind a firewall. Please refer to Wix.com's individual privacy policy for more information about how your information is collected and stored.

## 7. CONTACT

Leigh Dumpleton may contact you from time to time to notify you regarding engagement you may have made with Leigh Dumpleton in relation to services, appointments, recommendations, prescriptions, disputes, monies owed, business updates or otherwise as necessary to enforce the Terms and Conditions, applicable laws, and any agreement between parties. For the above purposes Leigh Dumpleton may contact you through your email address, telephone, text message, Facebook, Instagram and or mailing address.

You have the right to withdraw consent and ask for a copy of any personal information Leigh Dumpleton holds about you, at any time, and to ask for it to be corrected if you think it is wrong. If you would like to ask for a copy of your information, or have it corrected or amended, you should contact [info@leighdumpletonherbalism.nz](mailto:info@leighdumpletonherbalism.nz). There is no fee to access or manage your information.