

Privacy Policy

Alexandra Paige Massage Therapy

Effective Date: 12/10/2025

1. Information I Collect

I collect personal and health information necessary to provide you with safe, effective, and professional remedial, pregnancy, and postnatal massage services. This includes your name, contact details, medical history, pregnancy/postnatal details, medications, and treatment notes. Data is collected through intake forms, online bookings, and communications.

2. How I Use Your Information

Your information is used to provide treatments, maintain accurate health records, manage bookings and communication, and comply with legal requirements. It will not be shared or used for marketing without your consent except if required by law.

3. Storage and Security of Your Information

Records are securely stored in Cliniko (encrypted, compliant with Australian Privacy Laws). Physical and digital files are protected and accessed only by authorised staff. We destroy or de-identify data no longer required.

4. Website and Cookies

Our website (www.alexandrapaige.com.au) may collect anonymous data (browser type, pages viewed, etc.) to improve functionality. Cookies can be disabled via browser settings.

5. Third-Party Services

I use trusted third-party platforms to assist in delivering my services: - Cliniko – for practice management, online bookings, and secure clinical record storage - Commonwealth Bank Smart Mini – for in-person payment processing through the Commonwealth Bank of Australia's secure merchant network - Wix – for website hosting, contact forms, and analytics. Each of these providers complies with Australian data protection and security standards.

6. Access and Correction

You have the right to access or correct your information by contacting alexandrapaigemassagetherapy@gmail.com. Requests will be addressed within 30 days.

7. Disclosure of Information

I only disclose your information with your consent, where legally required, or to prevent a serious health threat. We may communicate with healthcare providers with your permission.

8. Data Retention

Health records are retained for a minimum of 7 years from last treatment (or until age 25 for minors), after which they are securely destroyed or de-identified.

9. Complaints

If you believe your privacy has been breached, contact us at alexandrapaigemassagetherapy@gmail.com or 0423 162 565. You may also contact the

Office of the Australian Information Commissioner (OAIC) via www.oaic.gov.au.

10. Updates to This Policy

I may update this Privacy Policy periodically to reflect changes in law or practice. The current version is always available on our website.

Alexandra Paige Massage Therapy

3 Woodbury Street, Marrickville NSW 2204

alexandrapagemassagetherapy@gmail.com | 0423 162 565

www.alexandrapaige.com.au