

letsfly Pty Ltd. trading as SPINAL SYMMETRY

ABN 92063681185

2/33 Ryde Road Pymble 2073

## **Privacy Policy**

This Policy was last reviewed and updated on: **5th June 2026**

### **Privacy Policy**

Spinal Symmetry values and respects the privacy of the people we deal with. Spinal Symmetry is committed to protecting your privacy and complying with the Privacy Act 1988 (No. 119, 1988) and other applicable privacy laws and regulations.

This Privacy Policy describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

### **What is personal information?**

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

### **What personal information do we collect?**

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

The personal information we collect about you may include:

- name
- mailing or street address
- date of birth
- email address
- phone number

- medical records including correspondence, scans, reports and treatment records.

If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law, and we take appropriate measures to protect the security of this information.

### **How do we collect your personal information?**

We collect your personal information directly from you when you:

- interact with us over the phone;
- interact with us in person;
- interact with us online;
- participate in surveys or questionnaires;
- subscribe to our mailing list;
- apply for a position with us as an employee or contractor

### **Collecting personal information from third parties**

We may also collect your personal information from third parties or through publicly available sources, allied health or Imaging services.

### **How do we use your personal information?**

We use personal information for many purposes in connection with our functions and activities, including the following purposes:

- provide you with information or services that you request from us;
- deliver to you a more personalised experience and service offering;
- improve the quality of the services we offer;
- internal administrative purposes.

### **Disclosure of personal information to third parties**

We may disclose your personal information to third parties in accordance with this Policy, with your permission.

## **Transfer of personal information overseas**

Some of the third-party service providers we disclose personal information to may be based in or have servers located outside of Australia.

Where we disclose your personal information to third parties overseas, we will take reasonable steps to ensure that data security and appropriate privacy practices are maintained. We will only disclose to overseas third parties if:

- you have given us your consent to disclose personal information to that third party; or
- we reasonably believe that: the overseas recipient is subject to a law or binding scheme that is, overall, substantially similar to the APPs; and the law or binding scheme can be enforced; or
- the disclosure is required or authorised by an Australian law or court / tribunal order.

## **How do we protect your personal information?**

Spinal Symmetry will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises and databases / records;
- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you;
- having technological measures in place (for example, anti-virus software, fire walls)

## **Online activity**

The Spinal Symmetry website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website(s) before, so we can distinguish you from other users of the website. This improves your experience and the Spinal Symmetry website(s).

We do not use cookies to identify you, just to improve your experience on our website(s). If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.]

We may send you direct marketing communications and information about our services that we consider may be of interest to you if you have requested or consented to receive such communications.

These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Australian Spam Act 2003*. You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

You may opt-out of receiving marketing communications from us at any time.

### **Retention of personal information**

We will not keep your personal information for longer than we need to. In most cases, this means that we will only retain your personal information for the duration of your relationship with us unless we are required to retain your personal information to comply with applicable laws, for example medical record-keeping obligations.

### **How to access and correct your personal information**

Spinal Symmetry will endeavour to keep your personal information accurate, complete and up to date.

If you wish to make a request to access and/or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within 7 days.

### **Inquiries and complaint**

For complaints about how Spinal Symmetry handles, processes or manages your personal information, please contact Colleen Ferretti.

Note we may require proof of your identity and full details of your request before we can process your complaint.

Please allow up to 7 days for Colleen Ferretti to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with Spinal Symmetry's response to a complaint, you have the right to contact the Office of Australian Information Commissioner at [www.oaic.gov.au/](http://www.oaic.gov.au/) to lodge a complaint.

**How to contact us**

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

**Email**

[pymblereception.spinalsymmetry@gmail.com](mailto:pymblereception.spinalsymmetry@gmail.com)

**Contact number**

0299811049

**Post**

Attention: Colleen Ferretti

Address suite 102 / 30 Fisher Dee Why 2099