

COVE

MOBILE MESSAGE · CAIRNS & NORTHERN BEACHES

Privacy Policy

Last updated: 27 September 2026

Cove Massage ("Cove Massage", "we", "us", "our") is committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). This policy explains what personal information we collect, how we use and store it, and how you can access, correct, or make a complaint about your information.

1. Information we collect

We only collect information that is reasonably necessary to book, prepare for, and safely deliver your massage. This includes:

- **Contact details** — name, phone number, email address, and suburb, provided when you make a booking.
- **Session details** — your preferred session type, pressure, and appointment times.
- **Health information** (sensitive information under the Privacy Act) — pre-existing medical conditions, medications, allergies, pregnancy status, and areas to focus on or avoid, provided voluntarily via our client health & preference form.
- **Booking notes** — any additional information you choose to share to help us prepare for your session.

We do not collect more than we need, and we do not collect sensitive information without your consent — completing the health & preference form constitutes that consent.

2. How we collect your information

- Directly from you, through our website booking form.
- Directly from you, through our client health & preference form, which is emailed to you and returned by you prior to your appointment.
- Directly from you, in person or via phone or email correspondence about your booking.

We do not collect personal information about you from any other person or organisation.

3. Why we collect, hold, use and disclose your information

We use your personal information only for the purpose of:

- Scheduling and confirming your appointment.
- Assessing whether massage is appropriate for you, and planning a safe and comfortable session (this is why health information is collected).
- Contacting you about your booking, including rescheduling or follow-up.
- Maintaining a basic record of your appointment for the short period outlined in section 5 below.

We do not use your information for direct marketing, and we do not sell, rent, or trade your personal or health information to any third party.

4. Health and other sensitive information

Health information you provide is treated as sensitive information under APP 3 and is only used to plan your treatment safely. It is not shared with any other person or organisation, except where required or authorised by law (for example, a medical emergency, or a lawful request from police or a court).

5. How we store and secure your information

- Your information is stored electronically using Proton Mail, an encrypted email provider, and is only accessible by the practitioner.

- Paper or completed PDF forms are stored securely and are not left accessible to others.
- We take reasonable technical and administrative steps to protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure.
- We do not maintain ongoing client records. Your personal and health information is retained for 30 days after your appointment, and is then permanently deleted from our email and file storage.

6. Disclosure to overseas recipients

We use Proton Mail for email and file storage, which is based in Switzerland and stores data on servers located there. This means some personal information — including attached health and preference forms — may be stored on servers outside Australia. Proton Mail is subject to Swiss data protection law and uses encryption to protect stored data. By providing your information, you consent to this disclosure.

7. Accessing and correcting your information

You may request access to the personal information we hold about you, or ask us to correct it if it is inaccurate, out of date, or incomplete, at any time by contacting us using the details below. We will respond to your request within a reasonable time and will not charge a fee for a request to access or correct your information.

8. Data breaches

If we become aware of a data breach involving your personal information that is likely to result in serious harm, we will notify you and the Office of the Australian Information Commissioner (OAIC) in accordance with the Notifiable Data Breaches scheme.

9. How to make a complaint

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, you can contact us directly using the details below and we will investigate and respond within a reasonable time. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- Website: www.oaic.gov.au
- Phone: 1300 363 992

10. Changes to this policy

We may update this policy from time to time to reflect changes in our practices or legal requirements. The most current version will always be available on request and dated at the top of this document.

11. Contact us

For any questions about this policy, or to access, correct, or ask about your personal information, please contact:

Cove Massage

Email: danny.b@pm.me

Phone: 0456 230 201