

Privacy Policy – Khandallah and Churton Park Physiotherapy Policy

We are committed to ensuring the privacy of client information.

This privacy policy applies to personal information submitted by client's on the KPC website and any information automatically retrieved during visits to the website. For example, when clients enter the website their computer may automatically be issued with a cookie. These are text files that identify their computer to our server, so that when they visit the KPC website again, the cookie will identify their computer to the KPC web server.

Please be aware that communications over the internet, such as emails, are not secure unless they have been encrypted. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

The Khandallah and Churton Park Physiotherapy web site may contain links to other web sites. Please be aware that Khandallah and Churton Park Physiotherapy is not responsible for the privacy practices of other sites our users choose to visit. If our users provide any information directly to parties other than Khandallah and Churton Park Physiotherapy (even if those sites are showing the Khandallah and Churton Park Physiotherapy brand), different rules may apply to the use or disclosure of the personal information disclosed. We encourage you to investigate and ask questions before disclosing your personal information to third parties.

This privacy policy tells you

- that you can browse our website without providing personal information
- what personal information we collect (for specific services like mailing lists)
- use of cookies
- how you can contact us if you have queries or concerns about our privacy policy

You can browse our website without providing personal information

You can access and browse our site without disclosing your personal information, for example:

- we do not automatically record personal information
- we do not link information that is recorded automatically with personal information about specific individuals

We automatically record some non-personal information

We do not attempt to identify users or their browsing activities unless they choose to give us personal information.

If you visit our website to read or download information, we automatically record some non-personal information in a log file, for example:

- the type of browser you use
- the type of operating system you use
- the screen resolution of your PC
- the date and time you access our site
- the pages you have accessed and the documents downloaded
- the internet address from which you accessed our site (i.e. IP address)
- the search terms you used to find content on our website, and

- the last site you visited before you accessed the Khandallah and Churton Park Physiotherapy website

Use of cookies

Khandallah and Churton Park Physiotherapy website uses Google Analytics to help analyse how people use our site. This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form.

The information generated by the cookie about your use of the website (including your computer's internet address or IP address) is transmitted to and stored by Google outside of New Zealand. The tracking data is then used by Google to compile statistical reports on website activity for Khandallah and Churton Park Physiotherapy to evaluate site use. This allows us to discover what information is most and least used, determine technical design specifications, and help make our site more useful to visitors

We will not use the web analytics tool to track or to collect any personally identifiable information of visitors to our sites, such as user IDs and passwords. Khandallah and Churton Park Physiotherapy will not link, or seek to link, an IP address with the identity of a computer user.

Disabling/enabling cookies

You have the ability to accept or decline cookies by modifying the settings on your browser. Disabling cookies will not affect your ability to use the Khandallah and Churton Park Physiotherapy website.

[Learn how to disable/enable cookies in your browser.](#)

When do we collect personal information?

We collect personal information when you:

- fill in an online form
- subscribe to a service or newsletter, or
- correspond with us

For example, when you sign up to receive a service or newsletter, we will collect your email address, or when you fill in the change of details form, you submit personal information such as name, address and contact details.

Subscribing to a service or newsletter

If you subscribe to a service or newsletter through this website, we record your email address and/or mobile telephone number in a database. We use these to send you the service or newsletter by way of text or email.

In both HTML updates (those that contain text and images) and text email updates (those that contain no images), we track clicks to find out which links in the email were clicked on and by whom. In HTML email updates we also track whether the email itself has been viewed and by whom.

"HTML-sensing" is used to determine if your email supports HTML-based emails. This is employed only if you request our system to detect whether you can receive HTML emails.

Subscribing to newsletters or alerts implies that you have given your consent to receive emails from us, as defined in the Unsolicited Electronic Messages Act 2007. You can unsubscribe at any time by sending us an email at physio@kpc.co.nz and asking to unsubscribe.

Disclosure to third parties

We will not release your information to any third party except where required to or permitted to by law, where you have authorised us to do so, or where disclosure is connected to the purposes for which the information was collected.

Your information will be retained only for as long as necessary to fulfil the purposes for which it was collected.

Access, editing and deleting

You may ask to see your information at any time by contacting Khandallah and Churton Park Physiotherapy through our email address. Your information will be held by us at:

Khandallah and Churton Park Physiotherapy, Level 1 / 17 Ganges Road, Khandallah, Wellington 6035.

We are happy to provide you with access to any personal information that we hold about you. You may ask us for access or to correct, alter or delete your information at any time, by contacting us at physio@kpc.co.nz

Changes to our Privacy Policy

Khandallah and Churton Park Physiotherapy may update or revise this privacy policy at any time. Changes to this privacy policy will take effect immediately once published on this website. Please check this privacy policy regularly for modifications and updates. If you continue to use this website or if you provide any personal information after we post changes to this privacy policy, this will indicate your acceptance of any such changes.

This privacy policy was last reviewed on 29th October 2023.