



WAIT ONCE Privacy Policy

Updated in November 2025

This **Privacy Policy** of WAIT ONCE Pty Ltd ACN 674 857 071 (**us, we** or **our**) sets out how we treat the Personal Information that we collect, use and disclose and our procedures regarding the handling of Personal Information and/or Sensitive Information, including the collection, use, disclosure and storage of information, as well as the right of individuals to access and correct that information.

We operate the web platform WaitOnce (**Platform**) at the domain name <https://waitonce.com.au>, which enable clients (**Clients**) and allied health practices (**Health Practitioners**) (collectively, **users, you** or **your**), to access cancelled appointments, increase visibility, and streamline the booking process (**Services**).

We are responsible for the management of Personal Information and/or Sensitive Information collected through the Platform.

Health Practitioners may separately collect or generate personal information (such as medical records or clinical notes) as part of their professional practice. In these instances, they may be APP entities in their own right and responsible for managing access or correction requests relating to that data.

If you are unsure whether your request relates to information held by WAIT ONCE or by a Health Practitioners, please contact our Privacy Officer for guidance.

From time to time, we may revise or update this Privacy Policy or our information handling practices. If we do so, the revised Privacy Policy will be published on our Platform.

We may collect Personal Information and/or Sensitive Information to conduct our business, to provide and market our services and to meet our legal obligations. By using our Platform or our services, or by providing any Personal Information and/or Sensitive Information to us, you consent to the collection, use and disclosure of your Personal Information and/or Sensitive Information as set out in this Privacy Policy.

The types of information

The *Privacy Act 1998* (Cth) (**Privacy Act**) defines types of information, including Personal Information and Sensitive Information.

(a) Personal Information

Personal Information means information or an opinion about an identified individual or an individual who is reasonably identifiable:

- (i) whether the information or opinion is true or not; and
- (ii) whether the information or opinion is recorded in a material form or not.

If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as “Personal Information” and will not be subject to this privacy policy.

(b) Sensitive Information

Sensitive Information is defined in the Privacy Act as including information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive Information will be used by us only:

- (i) for the primary purpose for which it was obtained;
- (ii) for a secondary purpose that is directly related to the primary purpose; and
- (iii) with your explicit consent or where its collection, use or disclosure is required or authorised by law.

The types of Personal Information and Sensitive Information we collect and hold

The types of Personal Information we may collect and hold includes (but is not limited to) personal information about:

- (a) your name, address, date of birth, contact telephone number and other contact details such as your email address;
- (b) government identifiers such as NDIS Number, Medicare number, or DVA number;
- (c) payment information (such as credit card or bank details, if applicable);
- (d) other personal information required to provide our services in specific cases, including but not limited to any Artificial Intelligence (**AI**) generated information; and
- (e) details of your use of our products or services, including but not limited to additional information you provide, such as through customer surveys, information gathered through the use of our website or Platform.

The types of Sensitive Information we may collect and hold includes (but is not limited to) Sensitive Information about:

- (f) medical or health information, gender, age, or other Sensitive Information required to provide our services in specific cases.

You are not obliged to provide Personal Information or Sensitive Information to us. However, in many cases, if you do not provide us with the necessary information, we may not be able to supply the relevant functionality of the Platform or our services effectively.

In some circumstances, you may provide to us, and we may collect from you, Personal Information or Sensitive Information about a third party. Where you provide the Personal Information and/or Sensitive Information of a third party, you must ensure that the third party is aware of this Privacy

Policy, understands it and agrees to accept it. If you are providing us with Personal and/or Sensitive Information on behalf of a person who is under the age of 18 that you are the parent or guardian of, you understand that you are consenting to this Privacy Policy on their behalf as their legal guardian.

If it is necessary to provide specific services to you, we may collect Sensitive Information about you. However, we will only collect Sensitive Information from you if you agree to provide it to us, you authorise us to obtain it from a third party or where the collection of the information is required or authorised by or under an Australian law or a Court/Tribunal order or otherwise where the collection is not prohibited under Australian law.

How Personal Information and Sensitive Information is collected and held by us

We collect Personal Information and Sensitive Information in the following ways:

- (a) when you fill in and return to us a signed form;
- (b) when you submit Personal Information and Sensitive Information through the Platform (such as when you send us a message or fill out an online form) or provide it to us in any other way;
- (c) in person, for example, when you engage with our employees, contractors, facilitators, agents, or customer service representatives;
- (d) from third parties where permitted by law, such as from others involved in your care, which may include individuals to whom you have provided your consent, for example, a support coordinator; and
- (e) in the course of providing services to you.

While we limit the collection of Sensitive Information to what is necessary for our services, we may collect Sensitive Information as outlined above. When we collect Sensitive Information, we will always comply strictly with the Privacy Act and obtain your explicit consent unless otherwise permitted or required by law.

Collection of Personal Information through activity

Information that may identify you as a user may be gathered during your access to the Platform.

The Platform may include pages that use “cookies”. A cookie is a unique identification number that allows the server to identify and interact more effectively with your computer or device. The cookie assists us in identifying what our users find interesting on the Platform.

A cookie may be allocated each time you use the Platform. The cookie does not identify you as an individual in our data collection process; however, it does identify your internet service provider.

You can configure your access to the Platform to refuse cookies. If you do so, you may not be able to use all or part of the Platform.

The purposes for which we collect, hold, use and disclose Personal Information and Sensitive Information

We collect, hold, use and disclose Personal Information and Sensitive Information for a variety of business purposes including:

- (a) to provide the products or services you have requested from us;
- (b) to improve our business, products and services;
- (c) to conduct accreditation, quality assurance or internal audits;
- (d) to promote our business to you;
- (e) to market our other services or products to you;
- (f) to handle and respond to your enquiries, complaints or concerns; and
- (g) to provide Personal Information and/or Sensitive Information to third parties as set out in this Privacy Policy, only where necessary, with appropriate safeguards and your consent where required by law.

We use your information only for the purpose for which it was collected, or a related purpose you would reasonably expect. Otherwise, we will ask for consent or rely on another APP exception.

Direct marketing

We also collect, hold, use and disclose your Personal Information to:

- (a) notify you about the details of new services and products offered by us;
- (b) send you our newsletters and other marketing publications;
- (c) administer our databases for Clients or service, marketing and financial accounting purposes; and
- (d) to comply with our legal requirements regarding the collection and retention of information concerning the products and services that we provide.

By using the Platform, you consent to the receipt of direct marketing material. If you do not wish to disclose your Personal Information for the purpose of direct marketing or you would like to opt-out of receiving direct marketing communications, you can do so by contacting us using the contact details set out below, or by following the instructions to unsubscribe which are contained in a communication that you receive from us.

We may use your Personal Information (but never Sensitive Information) to contact you about our services, updates, and promotions.

Third party service providers

We may disclose your Personal Information to third parties who work with us in our business to promote, market or improve the services that we provide, including:

- (a) providers of customer relations management database services and marketing database services;
- (b) marketing consultants, promotion companies and website hosts;
- (c) partnered businesses;
- (d) linked service providers; and
- (e) consultants and professional advisers.

We use third-party payment service providers to process transactions securely. These providers may collect and store your payment details in accordance with their own privacy policies.

We may also combine your Personal Information with information available from other sources, including the entities mentioned above, to help us provide better services to you.

Where we do share information with third parties, we require that there are contracts in place that only allow use and disclosure of Personal Information to provide the service and that protect your Personal Information in accordance with Australian law. Otherwise, we will disclose Personal Information to others if you have given us permission, or if the disclosure relates to the main purpose for which we collected the information, and you would reasonably expect us to do so.

How we store, hold, and protect your Personal Information and Sensitive Information

We store Personal Information and Sensitive Information in computer storage facilities and paper-based files.

We take reasonable steps to protect your Personal Information and Sensitive Information against loss, unauthorised access, use modification or disclosure. Some examples of the steps we take to protect your Personal Information and Sensitive Information include:

- (a) ensuring there are suitable password protection measures and access privileges in place to monitor and control access to our IT systems;
- (b) imposing restrictions on physical access to paper files;
- (c) requiring any third parties engaged by us to provide appropriate assurances to handle your Personal Information and Sensitive Information in a manner consistent with Australian law; and
- (d) taking reasonable steps to destroy or de-identify Personal Information and Sensitive Information after we no longer need it for our business or to comply with the law.

However, most of the Personal Information and Sensitive Information that is stored in our Client's records will be retained for a minimum of seven years to fulfil our record-keeping obligations.

The Australian Privacy Principles (**APP**):

- (e) permit you to obtain access to the Personal Information or Sensitive Information we hold about you in certain circumstances (APP 12); and
- (f) allow you to correct inaccurate Personal Information or Sensitive Information subject to certain exceptions (APP 13).

Where you would like to obtain such access, please contact us in writing on the contact details set out at the bottom of this Privacy Policy.

Data retention

We store, process, and retain your information only for as long as we need it for the purposes described in this Privacy Policy. When we no longer need your information, we take reasonable steps to destroy or de-identify it, unless we are required or authorised by law to retain your information for a longer period.

How we handle requests to access your Personal Information or Sensitive Information

You have a right to request access to your Personal Information and Sensitive Information which we hold about you and to request its correction. You can make such a request by contacting us using the contact details set out in this policy.

We will respond to any such request for access as soon as reasonably practicable. Where access is to be given, we will provide you with a copy or details of your Personal Information and Sensitive Information in the manner requested by you where it is reasonable and practicable to do so.

We will not charge you a fee for making a request to access your Personal Information and Sensitive Information. However, we may charge you a reasonable fee for giving you access to your information.

In some cases, we may refuse to give you access to the information you have requested or only give you access to certain information. If we do this, we will provide you with a written statement setting out our reasons for refusal, except where it would be unreasonable to do so.

How we handle requests to correct your Personal Information and Sensitive Information

We will take such steps (if any) as are reasonable in the circumstances to make sure that the information we collect, use or disclose is accurate, complete, up to date and relevant.

If you believe the information that we hold about you is inaccurate, irrelevant, out of date or incomplete, you can ask us to update or correct it. To do so, please contact us using the contact details listed below.

How to contact us or make a complaint

If you have any questions about this Privacy Policy, if you wish to correct or update information we hold about you or if you wish to request access or correction of your Personal Information or make a complaint about a breach by us of our privacy obligations (including the way we have collected, disclosed or used your Personal Information and Sensitive Information), please contact:

Attention: Privacy Officer

[Email: admin@waitonce.com.au](mailto:admin@waitonce.com.au)

We will acknowledge and investigate any complaint about the way we manage information as soon as practicable. We will take reasonable steps to remedy any failure to comply with our privacy obligations. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. We will take reasonable steps to remedy any failure to comply with our privacy obligations. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner (**OAIC**).