

## Privacy Statement

GenWise is committed to providing excellent service and protecting your personal information is important to us. This statement explains how we collect, use, share and hold your personal information.

### What personal information we collect

In order to provide information to you if you contact us or to perform a function related to providing you with our services, we need to collect and hold some personal information about you. The types of information we may collect include:

- your contact details (such as your name, email address and contact phone numbers); and
- records of your communications with us.

### How we may collect your personal information

GenWise usually collects personal information about you directly. For example, we collect personal information when you provide information to us when you enter your personal details on our website.

### Why we collect your personal information

Your personal information is collected and used by GenWise so we can manage your enquiries, provide you with support and provide you with information about our services.

### How we hold your personal information

We keep customer information on controlled systems, which are secure against unauthorised access. Proof of our identity is always required before personal information is available to us.

### Our Websites, Cookies & Online Advertising

We may also collect data about visits to our websites for marketing and statistical purposes to improve the way we interact with you. We may use cookies (small files that are stored in your web browser) or other similar technology for these purposes. Some examples of cookies that we use or collect are:

- Web Analytics Cookies - to understand anonymous and aggregated website behaviour such as how many visitors are using our websites, length of visit, where visitors are navigating, and what pages have been visited.
- Online Advertising Cookies - to ensure our online advertising is more relevant to you and keep you from repeatedly seeing the same advertising from us.

The data collected from cookies (or similar technology) our Websites use is anonymous and is not matched to any identified individual. You can usually remove or block cookies and opt-out of interest based tracking by using the settings in your web browser application or mobile device, however it may affect your ability to use the website.

Our Websites use Google Analytics Advertising Features (including Remarketing and Impression Reporting). These features make use of cookies and similar technology. In addition to making the advertisements you see interest based, these features also allow our advertisements to be displayed to you when you are visiting other websites on the Google Display Network. Our use of these features does not result in Google or any other third party obtaining any of your personal information.

The [Google Analytics Opt-out Browser Add-on](#) can be used to make sure your data isn't being captured by Google Analytics, and you can also [opt-out from interest](#)

based advertising when using Google products. If you opt out you will still see advertising when using Google products but it will not be interest based advertising.

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

Your personal information can be accessed by contacting us at [contact@genwisehealth.com.au](mailto:contact@genwisehealth.com.au)

We take all reasonable steps to ensure that the personal information we hold about you is accurate, complete and up-to-date. You can access and correct personal information that we hold about you (such as your contact details) by contacting us at [contact@genwisehealth.com.au](mailto:contact@genwisehealth.com.au)

### **Contact us about our privacy statement**

If you have any queries concerning this privacy statement, please email us at [contact@genwisehealth.com.au](mailto:contact@genwisehealth.com.au)