

privacy policy

Your privacy is highly valued, and we strive to adhere to the privacy principles outlined in this Privacy Policy, as well as the Australian Privacy Principles stated in the Privacy Act 1988, which govern the handling of personal information by private sector organisations. We recommend reviewing our Privacy Policy in detail, as it provides a comprehensive explanation of how we collect and handle your personal information.

UNDERSTANDING OUR PRIVACY POLICY

This Privacy Policy sets out Tonic Media Network's commitment to protecting the privacy of your personal information that we collect through the following websites (Sites) or directly from you:

- tonicmedianetwork.com.au
- aboriginalhealthtv.com.au
- mydr.com.au / mydoctor.com.au
- tonichealthpanel.com.au

The term 'Personal Information' refers to the definition provided in the Privacy Act 1988, which may include information or opinions relating to:

- An individual whose identity is readily discernible or can be reasonably inferred from that information (i.e., information capable of identifying you);
- An identifiable individual, or an individual who can be reasonably identified, regardless of the accuracy or medium of the information.
- 'Sensitive Information' encompasses data pertaining to an individual's race, political opinions, religious beliefs, philosophical perspectives, criminal record, medical history, or sexual orientation.

By providing Tonic Media Network with Personal Information this indicates that you have had sufficient opportunity to access the Privacy Policy and that you have read and accepted it.

If you do not wish to provide Personal Information to Tonic, then you do not have to do so, however it may affect your use of this Site or any products and services offered on it.

Please contact customer@tonicmedianetwork.com.au if you have any questions.

COLLECTION OF PERSONAL INFORMATION

To provide you with Tonic services, including the installation and maintenance of our assets, it is necessary for us to gather relevant Personal Information. This may encompass details such as your name, billing and delivery address, email address and contact numbers.

Typically, we obtain Personal Information directly from you or with your consent, and our policy is to collect only the necessary information for a specific purpose. Instances in which we may collect Personal Information from you include:

- (a) Submitting information on tonicmedianetwork.com.au or any associated website
- (b) Signing up for our services;
- (c) Requesting to be contacted;
- (d) Completing a feedback form;
- (e) Participating in an online survey;
- (f) Engaging in a promotional offer or competition; and

- (g) Subscribing to a newsletter or mailing list.
- (h) Registering for a Tonic Media Network webinar via 3rd party website (Zoom).
- (i) Registering via tonicmedianetwork.com.au to access webinar recordings and Podcasts.

Personal Information may be gathered electronically or through telephone communication. Failure to provide the requested Personal Information may result in our inability to offer our services. We may also collect Personal Information from publicly available sources or when legally obligated to do so.

NO COLLECTION OF SENSITIVE INFORMATION

We do not require Sensitive Information from you to provide our services. In the event that we do collect sensitive information, it will be done only with your explicit consent.

USE OF PERSONAL INFORMATION

Tonic Media Network collects and uses the information for purposes including:

- internal record keeping;
- identifying and understanding user needs;
- to contact and communicate with you;
- for market research, business development and marketing including direct marketing;
- to customise, improve and ensure proper functioning of our Sites;
- to run competitions or offer additional benefits to you; and
- to send you promotional information about third parties that we think you may find interesting.

On occasion, the information we gather may include de-identified demographic data, such as age, gender, location, occupation, or preferences, which does not qualify as Personal Information. This de-identified information may be utilised for internal business purposes or to enhance our products and services. Additionally, we may disclose this de-identified information to third parties, including consultants, suppliers, partners, customers, or potential customers. Should you prefer that we do not collect or utilise de-identified data from you in this manner, kindly reach out to Customer Care, whose contact information is provided at the end of this policy.

If you decide that you no longer wish to receive notifications about new products, services, or promotions, please inform us by contacting Customer Care, whose contact details are outlined at the end of this policy.

DISCLOSURE OF PERSONAL INFORMATION

In certain cases, we may share Personal Information with specific third-party entities ("Partner Companies") with whom we have established a relationship or are collaborating on a joint promotion or service offering. These Partner Companies may require access to your Personal Information to fulfill a service, promotion, or offer conducted in conjunction with us. However, we will not disclose your Personal Information to Partner Companies for their independent use or direct marketing of their products or services to you. We will make reasonable efforts to ensure that Partner Companies uphold these obligations and comply with our privacy standards.

We may disclose Personal Information:

- for the purpose of providing services to customers;
- to credit reporting agencies and courts, tribunals, regulatory authorities where customers fail to pay for goods or services provided by us to them;
- to courts, tribunals, regulatory authorities, and law enforcement officers as required by law; and

- to third party service providers who assist us in providing information, products or services to you; which may include overseas parties. (We only do this if the third party has agreed to comply with the standards in our Privacy Policy). If your Personal information is likely to be disclosed to overseas parties, we will notify you as soon as reasonably practicable and specify the country in which the overseas party is likely to be located where practicable to do so.

We do not engage in the sale, rental, or trading of Personal Information with any third parties.

If there is a change of control of Tonic Media Network business or a sale or transfer of business assets, the owner reserves the right to transfer to the extent permissible at law our user databases, together with any Personal Information and non-Personal Information contained in those databases. This information may be disclosed to a potential purchaser. We would seek to only disclose information in good faith and where we have sought to maintain confidentiality.

You consent to us disclosing your Personal Information for these purposes.

YOUR RIGHTS

Providing Tonic Media Network with your Personal Information is optional to you. You can choose not to provide personal information. When you provide us with your Personal Information, you consent to the terms outlined in this Privacy Policy. You may choose to restrict the collection or use of your Personal Information. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us at the email address listed in this Privacy Policy.

You have the right to request details of Personal Information that we hold about you, in certain circumstances set out in the Privacy Act 1988 (Cth). An administrative fee may be payable for the provision of information. We may refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

You have the right to correct Personal Information that we hold about you, including information which is inaccurate, incomplete or out of date. We rely in part upon customers advising us when their personal information changes. We will respond to any request within a reasonable time. We will endeavour to promptly correct any information found to be inaccurate, incomplete or out of date.

If you believe that Tonic Media Network has breached the Australian Privacy Principles and wish to make a complaint about that breach, please contact us at the email address listed at the start of the Privacy Policy, setting out details of the breach. We will promptly investigate your complaint and respond to you in writing within 4 weeks, setting out the outcome of our investigation, what steps we propose to take to remedy the breach and any other action we will take to deal with your complaint.

To unsubscribe from our e-mail database, or opt out of any communications, you can unsubscribe at the bottom of any email from Tonic Media Network or contact us.

STORAGE AND SECURITY

Tonic Media Network takes reasonable steps to ensure that the Personal Information collected from you is accurate, up to date, complete and stored in a secure environment and accessed only by authorised personnel. We will take reasonable steps to destroy or de-identify your Personal Information if we no longer require it for the purpose for which we use or disclose your Personal Information.

We have put in place procedures to safeguard and secure the information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure. Your Personal Information is stored on Microsoft Cloud Australia servers in Australia.

No information transmitted over the Internet can be guaranteed to be secure. Tonic Media Network cannot guarantee the security of any information that you transmit to us or receive from us. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personally identifiable information that we collect will never be disclosed in a manner that is inconsistent with this Privacy Policy.

AMENDMENTS

This Privacy Policy may be amended, including with changes, additions and deletions, from time to time in our sole discretion. This policy was last updated on 28th August 2024.

CONTACT

For questions and notices, please contact Tonic Media Network Customer Care at customercare@tonicmedianetwork.com.au or call 1300 856 690.