

This privacy policy sets out how The Wellness Place uses and protects any information that you give us when you use this website, when you contact us by phone, or when interacting with us on any of our platforms. Please read this privacy notice carefully as it contains important information on who we are, how and why we collect, store, use, retain and share personal information, your rights in relation to your personal information and on how to contact us and regulatory authorities in the event you have a complaint and feel we have not been able to resolve it in an acceptable manner.

We value your privacy and committed to ensuring that it is protected. From time to time, we may ask you to provide certain information by which you can be identified when using this website or automated online platforms, then you can be assured that it will only be used in accordance with this privacy statement.

Who we are

Bassendean Wellness Clinic Pty Ltd T/A The Wellness Place may collect and use and is responsible for certain personal information about you.

Due to the nature of online marketing and website reach being beyond Australian borders, we are regulated under the General Data Protection Regulation which pertains across the European Union and UK. We are responsible as 'controller' of that personal information for the purposes of those laws.

What personal information do we collect and use?

When using The Wellness Place website or its associated automated online platforms, you may voluntarily give us information that we record. This information may include but not limited to your name, email address, phone number, postal address, in addition to other details that may include gender, location, occupation or other information of a demographic nature.

When you telephone us, we may also collect a recording and written transcript of your call, along with the details you provide during the call such as your name, contact details, the reason for your call and any appointment or booking preferences. See the section 'AI phone answering, call recording and transcription' below for more information.

In supplying this information, you consent to this information being collected, used and stored by The Wellness Place only as described in our Terms and this Privacy Policy.

We may also collect information about your web browsing and the use of the The Wellness Place website. This may include but not limited to details of your location, browsing activity, and other information about how you interacted with The Wellness Place. We use this information to help improve our website and monitor our communication and improve the relevancy of the content we relay to our customers.

The Wellness Place may use different systems to collect and store information when you use our website or interact with an email from us including "cookies".

We only use information gathered from cookies for statistical analysis purposes and then the data is removed from the system. Cookies help us provide our customers with a more efficient and customer friendly website, by enabling us to monitor which pages you find useful and which you do not.

We in no way gain access to your computer or any information about you, other than the data you choose to share with us. You also have full control to choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

AI phone answering, call recording and transcription

The Wellness Place uses Lyngo, an artificial intelligence (AI) powered phone answering service, to help manage our incoming calls. When you call us, your call may be answered and handled by Lyngo's AI virtual receptionist, which can answer your questions, take messages and book, change or cancel appointments on our behalf.

Calls handled through Lyngo may be recorded and automatically transcribed. This means we may collect and store an audio recording of your call, a written transcript of the conversation, your phone number, and the personal information you provide during the call (such as your name, contact details, the reason for your call and appointment details). We use this information to respond to your enquiry, manage your appointments, keep accurate records of your interactions with us, and improve the quality of our service.

You will be informed at the start of a call if it is being handled by an AI assistant and/or recorded. By continuing with the call after being notified, you consent to the call being recorded, transcribed and processed as described in this policy. If you do not wish to speak with the AI assistant or have your call recorded, you can end the call and contact us instead by email at info@thewellnessplace.com.au, or ask to be contacted by a member of our team.

Lyngo processes this information on our behalf as a service provider (data processor) and is not permitted to use your personal information for its own purposes. Call recordings and transcripts are stored securely, access is limited to those who have a genuine business need, and they are retained only for as long as needed for the purposes described above, after which they are deleted.

If you would like to access, correct or request deletion of a call recording or transcript, please contact us at info@thewellnessplace.com.au

Information through email marketing automation platforms

We do pass on your personal information to our email marketing automation platforms for the purpose of email marketing campaigns. This is managed by The Wellness Place.

Public information & third-party sites

The Wellness Place maintain presences on social media platforms including Facebook and Instagram. Your interactions with these platforms are governed by the privacy policies of the companies that provide them. Anything you submit to The Wellness Place via a social media platform is done so at your own risk without any expectation of privacy.

Further, any comments or information you supply on any blog that The Wellness Place operates can be read, used or collected by anyone. If your information appears in our blog pages and you want it removed, contact us at info@thewellnessplace.com.au

If you use a link to another website through a link provided on our site, you should note that we do not have any control over that other website. We cannot be responsible for the protection and privacy of any information which you provide whilst visiting these sites and such sites are not governed by this privacy policy. We accept no responsibility or liability for such other websites.

How we use your personal information

We use and disclose your personal information to improve and support the products and services we provide, including responding to your phone enquiries and managing your appointments and bookings. Occasionally, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.

Please note to process payments, we use third-party payment gateway providers for secure credit card transaction processing, and we send billing information to those third parties to process your orders and credit card payments.

Can we collect and use your personal information?

We usually deal with direct customers of our company. As a direct customer of The Wellness Place, the lawful basis for which we rely on to collect and process your data is with your consent, as you would have signed up to use one of our many information or educational facilities, to buy our products, or contacted us by phone after being notified that your call may be recorded and handled by our AI phone answering service.

Your rights

Since we have adopted the General Data Protection Regulation, you have a number of important rights.

In summary, those include rights to:

- Transparency over how we use your use personal information
- Access to your personal information and to other additional information that this Privacy Notice is designed to cover
- require us to correct any mistakes in your information which we hold

- Receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format
- object at any time to the use of the personal information concerning you for direct marketing
 - object to the use of information by the use of automated marketing we may use which produce legal effects concerning you or similarly significantly affect you
 - object in certain other situations to our use of your personal information, including the recording or transcription of your calls

If you would like to exercise any of those rights, lodge a data subject request, or have a complaint or question, please email us at info@thewellnessplace.com.au

If you would like to unsubscribe from any email newsletter you can also click on the 'unsubscribe' button at the bottom of the email. It may take up to 7 days for this to take effect.

Keeping your personal information secure

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online and through our phone systems, including call recordings and transcripts. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Changes to this privacy notice

We may change this privacy notice from time to time.

This privacy notice was last updated in July 2026 to reflect our use of Lyngo, an AI powered phone answering, call recording and transcription service.

Controlling your personal information and how to contact us

You may choose to restrict the collection or use of your personal information in the following ways:

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@thewellnessplace.com.au

We will not sell or release your personal information to third parties or are required by law to do so respectively. We may use your personal information to send you promotional information about third parties which we think you may find interesting but only if you tell us that you wish this to happen.

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.