
Privacy Statement

At **Glenella Care**, your privacy is of utmost importance to us. This Privacy Statement explains how we collect, use, and protect your personal information when you visit our website, www.glenellacare.com.au. By using our website, you agree to the terms outlined in this statement.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** This includes information such as your name, email address, phone number, and any other information you provide when filling out forms, subscribing to newsletters, or contacting us.
- **Non-Personal Information:** This includes data such as your IP address, browser type, operating system, and browsing behaviour (e.g., pages visited, links clicked). We collect this information to improve the functionality of our website and user experience.
- **Cookies:** Our website may use cookies to enhance your experience. Cookies are small files stored on your device that help us remember your preferences and analyse traffic on our site. You can choose to disable cookies through your browser settings, but this may affect some features of our website.

2. How We Use Your Information

We may use the information we collect in the following ways:

- To respond to your inquiries or requests.
- To improve the functionality, content, and user experience of our website.
- To send you newsletters, updates, or promotional materials (if you've subscribed or opted in).
- To comply with legal requirements, resolve disputes, or enforce our website's terms and conditions.

3. Data Sharing and Disclosure

We do not sell or rent your personal information to third parties. However, we may share your information in the following circumstances:

- **Service Providers:** We may share information with third-party service providers who assist with website operations, such as hosting, analytics, or marketing services. These providers are required to keep your information confidential and secure.
- **Legal Requirements:** We may disclose your information if required by law or in response to a legal request, such as a subpoena or court order.

4. Security

We implement reasonable security measures to protect your personal information from unauthorised access, alteration, or disclosure. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Your Rights and Choices

You have the right to:

- Access, update, or correct your personal information.
- Request the deletion of your personal information (subject to certain legal exceptions).

- Opt-out of receiving promotional emails from us by following the unsubscribe instructions in the email or contacting us directly.

6. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review their privacy policies before sharing any personal information with them.

7. Changes to This Privacy Statement

We may update this Privacy Statement from time to time to reflect changes in our practices or legal obligations. When we do, we will post the updated statement on our website with an updated date. We encourage you to review this statement periodically for any changes.

8. Contact Us

If you have any questions or concerns about this Privacy Statement or our practices, please contact us at:

Glenella Care

35 Davey Street

Glenella, QLD, 4740

Email: reception@glenellacare.com.au

Phone: 07 4968 0800
