

Privacy Policy

The Same Mountain Privacy Policy As of November 2025

1. The Same Mountain's commitment to privacy:

- a. The Same Mountain ("us", "we", or "our") is committed to safeguarding the privacy of our clients, staff and visitors of The Same Mountain, as well as those who visit our website.
- b. The Same Mountain is bound by the Privacy Act 1988 (Cth) (Privacy Act), the Australian Privacy Principles, and other laws governing how health service providers handle your Personal Information and Sensitive Information (including information about your health).
- c. This Privacy Policy (Policy) sets out how we collect and treat your Personal Information and Sensitive Information. The Policy applies to our website, www.thesamemountain.au, which we operate, and to our products and services.

2. Definitions

In this Policy:

- a. "Personal Information" is categorised as information held by The Same Mountain that may identify you or by which your identity might be reasonably determined. The information you provide us may include, amongst other things, your name, address, email address and phone number. It does not include "Sensitive Information".
- b. "Sensitive Information" means any information about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliation, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preference or practices, criminal record or health information.

3. Collection of Your Data

- a. To provide our services to you, The Same Mountain may receive and store Personal Information and Sensitive Information (together, 'your Data') that you enter onto our website, provide to us directly or give to us in other forms, including our Consent Form and Client Agreement.
- b. Your Data may include your:

- i. Contact details including name, phone number, address and email address;
- ii. Payment and billing information, which we may use to bill you for our services and to process your payments (including credit card details);
- iii. Health information (both physical and mental health), including information relating to injuries past or present, or whether you are pregnant;
- iv. Personal history and family history; and
- v. Other information that you voluntarily provide.

Your Data is collected to ensure your safety and well-being and that of other participants and facilitators at The Same Mountain to send information, provide updates and process purchases of services and products supplied by The Same Mountain.

- c. Sensitive Information, which includes the definition of your Data relating to your health, will not be collected unless you consent to the collection of that information.
- d. The Same Mountain collects your Data from you in various ways, including but not limited to in-person, via our website and online platforms, social media and when your service is provided.
- e. We may collect additional personal Data at other times, including but not limited to: when you provide feedback, when you provide information about your personal or business affairs, change your contact or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with us in any other way.
- f. We may receive your Data from third parties. Those third parties may include your medical practitioners, hospitals, clinics, lawyers and/or family members. If we do, we will protect and use this information as set out in this Policy.
- g. We do not knowingly collect Personal Data from anyone under 18 without the express, written consent of their parent or legal guardian. If we become aware that a child under 18 has provided us with Personal Data without this consent, we will delete that information as quickly as possible. If you are a child's parent or guardian and believe they have provided us with Personal Data without your consent, please contact us.

4. Consequence of not providing your Data

- a. If you do not wish for your Data to be collected in a way anticipated by this Privacy Policy, The Same Mountain may not be in a position to provide the service to you. In some circumstances, clients may request to be anonymous or to use a pseudonym unless it is impractical for The Same Mountain to deal with the client or if The Same Mountain is required or authorised by law to deal with identified individuals.

- b. Sensitive Information is gathered and used for the purpose of providing therapy services to you. The Sensitive Information is retained to enable your Practitioner to provide a relevant and informed service.

5. Use of Your Data

- a. Personal Information collected by us will only be used and disclosed for the purpose for which it was collected, as set out below. This includes maintaining your account and contact details, providing you with our products and services, and processing payments.
- b. The Same Mountain may use Personal Information collected from you to provide you with information and updates on our services, additional products, or opportunities available to you.
- c. We may use your Personal Information to improve our products and services and better understand your needs.
- d. We may, from time to time use your Personal Information for another purpose where it would be reasonably expected by you or if permitted by the Privacy Act. This includes to effect or enforce a transaction, or procure advice from legal and accounting firms, auditors and other consultants.
- e. Sensitive information will only be used and disclosed when:
 - i. Providing information to your next of kin, doctor, or relevant authorities where failure to disclose the information would, in the reasonable belief of The Same Mountain, place a client or another person at serious risk to life, health or safety; or
 - ii. Your prior approval has been obtained to disclose or discuss the information with another person, such as your lawyer or treating mental health professional.

6. Disclosure of Your Data

- a. The Same Mountain may disclose your Personal Information (but not Sensitive Information) to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy.
- b. Personal Information is only supplied to a third party when it is required for the delivery of our services.
- c. We may, from time to time, need to disclose Your Data to comply with a legal requirement, such as a law, regulation, court order, subpoena, or warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

- d. We may use Your Data to protect the copyright, trademarks, legal rights, property or safety of The Same Mountain, www.thesamemountain.au, its clients or third parties.
- e. We may also use and share aggregate or non-personally identifying information about clients for market analysis, research, marketing or other purposes.
- f. We will not disclose, sell, share or trade your Personal Information to any third parties unless we first receive your consent, except as set out in this Policy.
- g. Any information you choose to make publicly available, such as blog comments on our website, will be available for others to see. If you subsequently remove this information, copies may remain viewable in cached and archived pages on other websites or if others have copied or saved the information.
- h. By providing us with your Data, you consent to the terms of this privacy policy and the types of disclosure covered by this policy. When we disclose your Personal Information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

7. Security of Your Data

- a. The Same Mountain is committed to ensuring that your Data is secure.
- b. The Same Mountain will take reasonable steps to protect your Data from misuse, loss, unauthorised access and modification or disclosure. This includes using encryption, secure servers, and two-factor authentication.
- c. Despite taking appropriate measures to protect your Data used and collected by us, please be aware that no data security measures can guarantee 100% security all of the time. The transmission and exchange of information is carried out at your own risk.
- d. We cannot guarantee the security of your Data that you transmit to us or receive from us. Although we take measures to safeguard against unauthorised disclosures of your Data, we cannot assure you that your Data we collect will not be disclosed in a manner that is inconsistent with this privacy policy.
- e. You are solely responsible for maintaining the secrecy of any passwords and other account information pertaining to our Platform, apps or services.
- f. All Sensitive Information is held in an encrypted electronic document management system which is accessible only to authorised employees and requires two-factor authentication.
- g. We retain Your Data for as long as needed to provide services to you and as otherwise necessary to comply with our legal obligations, resolve disputes and enforce our agreements.
- h. In the event there is a breach of our security and Your Data is compromised, we will promptly notify you in compliance with the applicable law.

8. Access to your Information

- a. You may request details of your Data that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth).
- b. A small administrative fee may be payable for the provision of your Data. If you would like a copy of your Data which we hold about you or believe that any of your Data we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at admin@thesamemountain.au
- c. Requests will be responded to in writing within 30 days, and an appointment by phone call or video consultation will be made if necessary for clarification purposes.
- d. If satisfied that Your Data is inaccurate, out of date or incomplete, reasonable steps will be taken in the circumstances to ensure that this information is corrected.
- e. We reserve the right to refuse to provide you with your Data that we hold about you, in certain circumstances set out in the Privacy Act. Upon request you can obtain a copy of the Australian Privacy Principles, which describe your rights and how your personal information should be handled.
- f. If you wish to lodge a formal complaint about the use of, disclosure of, or access to, your personal information, you may do so with the Office of the Australian Information Commissioner by phone on 1300 363 992, online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to: Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.

9. Website

- a. When you visit the website of The Same Mountain www.thesamemountain.au, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc.
- b. This information is used in an aggregated manner to analyse how people use our site, so that we can improve our service.
- c. Cookies and Pixels: A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any Personal Data (e.g. name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our website.
- d. Our website uses cookies to analyse website traffic, provide social media sharing and liking functionality and help us provide a better website visitor experience. In addition, cookies and pixels may be used to serve relevant ads to website visitors

through third-party services such as Google Adwords and Facebook Adverts. These ads may appear on other websites you visit..

- e. Our website may contain links to other websites. These links are meant for your convenience only. Links to third-party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage you to be aware, when you leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy policy applies solely to information collected by The Same Mountain and The Same Mountain website.

10. Marketing Emails

- a. We may send you direct marketing emails and information about products and services that we consider may be of interest to you.
- b. If, at any time, you would like to stop receiving these promotional emails, you may follow the opt-out instructions contained in any such email. Please note that it may take up to 5 business days for us to manually process opt-out requests if you contact us by email rather than using the opt-out link included in every email. If you opt-out of receiving emails or promotions from us, we may still send you emails about your account, any services you have requested or received from us, or other customer services. We do not provide your personal information to other organisations for direct marketing purposes.
- c. If you receive communications from us that you believe have been sent to you other than in accordance with this Privacy Policy, or in breach of any law, please contact us using the details provided below.

11. Coronavirus (covid-19) reporting requirements

- a. In the event that staff or facilitators of The Same Mountain, our clients or any visitors contract or are suspected of contracting COVID-19, we may be required to disclose names and contact details of those people to relevant government agencies such as State Health departments.

12. Complaints about privacy

- a. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to: tiffany@thesamemountain.au
- b. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

13. Changes to the privacy policy

- a. Our Privacy Policy is subject to change.
- b. The Same Mountain may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or through distribution by email. Please check back from time to time to review our privacy policy.