

Privacy Policy

Mastercompounding.com.au (MasterCompounding Pharmacy) values and respects all customer's privacy to keep it safe and secure.

This policy outlines what information is gathered on our website and how the data is used. We believe that our customer's privacy is of utmost priority.

Responsibly and safely maintaining customer information is of paramount importance to us.

Mastercompounding.com.au is committed to supporting the Australian Privacy Principles for the Fair Handling of Personal Information contained in the Privacy Act 1988.

Please feel free to contact MasterCompounding Pharmacy for any questions or concerns related to your privacy practices on the email provided.

Contact details of Privacy Officer:

*Roy Budaraju
1A/ 230 Maitland Road
Mayfield
New South Wales 2304*

If you have any issues regarding privacy with us, please contact MasterCompounding Pharmacy management.

Why we collect your personal information?

MasterCompounding Pharmacy will only collect information that is necessary for its roles or activities. MasterCompounding Pharmacy are required to collect your personal information to provide you (the customer) with products or services. The kinds of personal information MasterCompounding Pharmacy collects and stores will depend on what products and services you (the customer) request from us.

However, it may also include (amongst other things):

- your opinion/preferences about specific products and services
- your name, address, telephone numbers, email address, credit card details to facilitate communications between you and us;
- transactional information about your use of our products and service.

Information about transactions relating to prescription products is only stored by MasterCompounding Pharmacy in a de-identified format is not shared with any other organizations.

How your personal information will be used

MasterCompounding Pharmacy collect your personal information so that we can use it for functions and activities which include, amongst other things:

- To activate your account and confirm your details;
- To process your orders;
- To be aware of any special product and service requirements you may have;
- To provide you with electronic confirmation of your orders (where applicable) and advising you of any changes to our products and services;
- To confirming your identity when you contact us;
- To address any feedback or complaints you may have;
- Any purposes for which it was requested and directly related purposes, and developing, improving and marketing our products and services.
- To Send you MasterCompounding Pharmacy marketing materials.

If you do not provide us with your personal information, we will be unable to do one or more of the above (including being unable to accept any orders and service requests).

MasterCompounding Pharmacy will assume you consent to management of your personal information in the manner specified in this Privacy Policy (which may change from time to time) until you tell us otherwise by contacting MasterCompounding Pharmacy management.

Exchange of personal information with third parties

Personal information MasterCompounding Pharmacy collects from you (the customer) may be disclosed:

- To any entity to which we are required or authorized by or under law to disclose such information (for instance, Federal or State law enforcement agencies and investigative agencies, courts, various other Federal or State government bodies);
- To others that you have been informed of at the time any personal information is collected from you;
- To our business associates and others for purposes directly related to the purpose for which the personal information is collected;
- To MasterCompounding Pharmacy management and personnel;
- To our professional advisors and other contractors (for example IT consultants and mailing houses); or with your consent (express or implied), to others.

MasterCompounding Pharmacy may also obtain personal and other information from some or all the above to enable us to provide our services or products to you (the customer).

When MasterCompounding Pharmacy obtain personal and other information from third parties whom we are referred to by you (the customer), we will assume, and you will ensure that you have made that third party aware of the referral of the persons and purposes involved in the collection, use and disclosure of the relevant personal or other information.

Use and disclosure of personal information by MasterCompounding Pharmacy

If MasterCompounding Pharmacy use or disclose your personal information for a purpose (the 'secondary purpose') other than the main reason for which it was originally collected (the 'primary purpose'), to the extent required by law, we will ensure that:

- the secondary purpose is related to the primary purpose of collection (and directly related in the case of sensitive information), and you (the customer) would reasonably expect that we would use or disclose your information in that way; or
- you have consented to the use or disclosure of your personal information for the secondary purpose; or
- the use or disclosure is required or authorized by or under law; or
- the use or disclosure is otherwise permitted by law (for example, as a necessary part of an investigation of suspected unlawful activity).

Taking Care of your Personal Information

MasterCompounding Pharmacy will take reasonable steps to protect the personal information it holds from misuse and loss and from unauthorized access, modification or disclosure.

MasterCompounding Pharmacy will take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed.

Access and correction of your personal information

You (the customer) can ask to obtain access to your personal information that MasterCompounding Pharmacy and/or our contractors hold, although under some circumstances permitted by law, we may not provide such information to you.

Also, MasterCompounding Pharmacy may not be able to require our contractors to provide personal information to you.

MasterCompounding Pharmacy may ask you to put your request in writing and pay a reasonable fee levied by us for this.

It is important to us that the personal information we hold about you is accurate, complete and up to date. If you are aware that this is not the case and would like your personal information corrected, or simply desire access to your personal information, please contact us at:

*Roy Budaraju
1A/ 230 Maitland Road,
Mayfield
New South Wales 2304*

Transfer of your Personal Information Overseas

It is unlikely that MasterCompounding Pharmacy would disclose your personal information to overseas recipients that would only happen if it were transferred to someone (other than the organization or the individual) who is in a foreign country if:

- We believe that the recipient of the information is subject to a law, binding scheme or contract
- which effectively upholds principles for fair handling of the information that are substantially similar to the National Privacy Principles; or
- the individual consents to the transfer; or
- the transfer is necessary for the performance of a contract between the individual and MasterCompounding Pharmacy, or for the implementation of pre-contractual measures taken in response to the individual's request; or
- the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the individual between MasterCompounding Pharmacy and a third party; or
- all of the following apply:
 1. the transfer is for the benefit of the individual;
 2. it is impracticable to obtain the consent of the individual to that transfer;
 3. if it were practicable to obtain such consent, the individual would be likely to give it; or
 4. Mastercompounding has taken reasonable steps to ensure that the information which it has transferred will not be held, used or disclosed by the recipient of the information inconsistently with the National Privacy Principles.

Complaints

Any complaint by an individual regarding MasterCompounding Pharmacy management or handling of personal information should be directed to MasterCompounding Pharmacy's administration. Contact details for MasterCompounding Pharmacy are set out at the commencement of this Policy.

To enable a complaint to be properly understood and acted upon it is requested that all complaints be made in writing, specifying the personal information involved and the contact or process at MasterCompounding Pharmacy the subject of the complaint.

All complaints will be acknowledged within 3 business days of receipt. Contact details of the person in MasterCompounding Pharmacy dealing with the complaint and the Privacy Officer will also be advised to the individual making the complaint at this time.

Complaints will be responded to within 15 business days. If this is not possible the complainant will be advised as to when MasterCompounding Pharmacy expects to be able to respond.

If the response of MasterCompounding Pharmacy does not resolve the complaint, the complainant will in good faith promptly agree a process and time frame for dealing with the complaint.