

# 1. Purpose and Commitment to Privacy

At **CannaQuest Pty Ltd**, your privacy is important to us. We are committed to protecting your personal and sensitive information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, store, and disclose your personal information, and how you can access or correct it.

CannaQuest is a **technology platform** that facilitates access to alternative and complementary healthcare services by connecting users with independent practitioners, pharmacies, and related service providers. We are not a medical clinic or health provider and do not offer medical advice, treatment, or prescriptions.

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## 2. Scope

This Policy applies to all users, practitioners, suppliers, pharmacies, and third-party providers who use or interact with CannaQuest's services, website, or technology platform.

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## 3. What Information We Collect

Depending on your use of our platform, we may collect:

### a. Personal Information

- Full name
- Date of birth
- Contact details (address, phone number, email)
- Payment or billing information
- Account login details

### b. Sensitive or Health Information

Where necessary to facilitate services provided by practitioners or pharmacies, we may collect:

- Medical history or health conditions (if shared through our platform)
- Consultation notes and treatment recommendations
- Prescriptions or product orders
- Allergies or sensitivities
- Other health data provided voluntarily by you or your practitioner

### **c. Technical Information**

We may automatically collect technical data such as:

- IP address and browser type
  - Device and operating system
  - Usage data (e.g., pages visited, time spent on site)
  - Cookies and analytics data (see Section 13)
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## **4. How We Collect Information**

We collect information:

- Directly from you via forms, registrations, or communications
- From practitioners or pharmacies with your consent
- Through platform interactions (e.g., telehealth, chat, booking systems)
- Automatically through analytics and cookies

Whenever possible, we collect information directly from you.

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## 5. Why We Collect and Use Your Information

We collect and use your information to:

- Facilitate communication between users, practitioners, and suppliers
- Provide secure platform access and functionality
- Manage user accounts and authentication
- Process payments and transactions
- Improve system performance, usability, and user experience
- Ensure compliance with Australian regulations
- Communicate service-related updates, notifications, or support messages

We only collect, use, or disclose information for these purposes or where required by law.

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## 6. Disclosure of Your Information

We may disclose your information to:

- Independent practitioners and pharmacies (only with your consent)
- Third-party service providers (e.g., IT support, payment processors, cloud hosting)
- Government or regulatory authorities if required by law
- Your authorised representative, guardian, or legal adviser

We do **not** sell, rent, or trade your personal data.

If information is shared overseas for operational reasons (e.g., secure data hosting), it will only occur where adequate privacy protections exist.

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## 7. Data Security and Storage

CannaQuest employs strict security measures to protect your data, including:

- Encrypted and password-protected systems
- Role-based access control
- Regular data backups and software security audits
- Staff confidentiality and data protection training

Information is stored securely on Australian or approved cloud servers.

Data retention complies with Australian law, and records are securely deleted or anonymised once no longer required.

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## 8. Access and Correction

You have the right to:

- Request access to your personal information
- Request correction of inaccurate or outdated information

Requests must be made in writing to [support@cannaquest.com.au](mailto:support@cannaquest.com.au).

We will respond within 30 days.

In limited cases, access may be denied for legal or security reasons, with a written explanation provided.

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## 9. Website and Online Communications

When using [www.cannaquest.com.au](http://www.cannaquest.com.au):

- Non-identifiable data (such as IP address, browser type, or device) may be collected via analytics tools.
- Cookies are used to improve functionality and user experience.
- Information submitted via forms or support channels is encrypted and handled securely.

We recommend avoiding the transmission of sensitive information via unencrypted email. CannaQuest is not responsible for privacy practices of linked third-party websites.

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## 10. Third-Party Services

Our platform may integrate with third-party systems such as:

- Payment gateways
- Booking or telehealth tools
- Analytics providers

These parties are contractually required to protect your data and only use it for authorised purposes.

You should review their privacy policies before using integrated services.

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## 11. Direct Marketing

CannaQuest does not sell or use your personal information for unsolicited commercial marketing.

You may receive:

- Service notifications (e.g., appointment reminders or platform updates)
- System or security alerts

You can opt out of non-essential communications at any time.

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## 12. Overseas Disclosure

We do not routinely transfer personal or health data overseas.

If overseas storage or processing is required (for example, by cloud service providers), we will:

- Seek your consent, and

- Ensure equivalent privacy and data protection standards are applied.
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## 13. Cookies and Tracking

CannaQuest uses cookies and analytics tools to:

- Improve site performance and security
- Remember your preferences
- Analyse anonymous usage patterns

You can disable cookies in your browser, though certain features may not function correctly.

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## 14. Data Breach Notification

In the event of a data breach likely to result in serious harm, CannaQuest will act in accordance with the **Notifiable Data Breaches (NDB) Scheme**, including:

- Promptly notifying affected individuals and the **Office of the Australian Information Commissioner (OAIC)**
  - Taking steps to mitigate risk and prevent recurrence
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## 15. Privacy Complaints and Contact

If you have a concern or complaint about your privacy, please contact our Privacy Officer:

### Privacy Officer

CannaQuest Pty Ltd

Phone: +61 0447 277 747

Email: [support@cannaquest.com.au](mailto:support@cannaquest.com.au)

Website: [www.cannaquest.com.au](http://www.cannaquest.com.au)

We aim to respond within **30 days**.

If you are not satisfied with our response, you may contact:

**Office of the Australian Information Commissioner (OAIC)**

Phone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

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## **16. Policy Updates**

CannaQuest may update this Privacy Policy periodically to reflect changes in law, technology, or business operations.

The most recent version will always be available on our website.

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## **17. Acknowledgement**

By using the CannaQuest website or services, you confirm that you have read, understood, and consented to this Privacy Policy and the handling of your personal information as described.