

Privacy Policy

Effective Date: January 2006

Last Updated: October 2025



At Hābu Health, we respect your privacy and are committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and where applicable, the General Data Protection Regulation (GDPR).

This policy explains how we collect, use, store, and protect your personal information when you visit our website, book consultations, or engage with our services.

1. Who We Are

Business Name: Hābu Health

ABN: 47 923 349 703

Owner: Karyn Campbell — Naturopath & Equine Herbalist

Business Structure: Sole Trader

Address: 14 Kalmaine Court, Diamond Creek VIC 3089, Australia

Email: karyncampbellnaturopath@live.com.au

Website: www.habuhealth.com.au

2. Information We Collect

We collect personal, sensitive, and technical information to provide safe and effective naturopathic and herbal services.

This may include:

- Personal information: Name, contact details, date of birth, and emergency contact details.
- Health information: Medical history, medications, allergies, and consultation notes.
- Payment information: Processed securely through Stripe or Simple Clinic (we do not store card details).
- Technical data: IP address, device type, browser details, and website activity (via Wix, Google Analytics, and Meta Pixel).
- Marketing preferences: Subscription status, engagement with newsletters, and communication preferences via MailerLite.

3. How We Collect Information

We collect information when you:

- Book consultations or purchase services online.
- Complete forms or intake questionnaires.
- Contact us by email, phone, or social media.
- Subscribe to our newsletter or download resources.
- Visit or interact with our website and online ads.

Automatic data may also be collected through cookies and analytics tools.

4. How We Use Your Information

Your information helps us:

- Deliver personalised naturopathic and equine herbal care.
- Process bookings and payments.
- Maintain accurate health records.
- Communicate with you about appointments, programs, or updates.
- Send educational content or special offers (only with your consent).
- Improve website performance and client experience.

We only use your information for the purposes it was collected, unless legally required or you consent otherwise.

5. Storage and Security

We take reasonable steps to keep your information secure.

Client health records are safely stored through Simple Clinic, which complies with Australian privacy regulations.

Digital communications and marketing data are stored through Wix, MailerLite, Stripe, and Google Workspace, using encrypted and password-protected systems.

6. Disclosure of Information

We only share your information where necessary for business or healthcare purposes, such as:

- Payment processing through Stripe or Simple Clinic.
- Email and marketing management via MailerLite.
- Website analytics through Google Analytics and Meta Pixel.
- Professional collaboration (with your consent).

We will never sell or rent your personal information.

If you are located outside Australia (e.g. NZ or UK), your information may be transferred securely overseas under equivalent privacy protections.

7. Marketing and Communications

If you subscribe to our mailing list, you may receive newsletters, updates, or special offers. You can unsubscribe at any time using the link in any email or by contacting us directly. We only send marketing content with your consent.

8. Cookies and Tracking

Our website may use cookies and tracking tools such as Google Analytics and Meta Pixel. Cookies help us understand visitor behaviour and improve user experience.

You can disable cookies through your browser settings; however, some website features may not function properly if you do.

9. Access and Correction

You have the right to access or update your personal information at any time.

If your details are incorrect or incomplete, please contact us at

✉ karyncampbellnaturopath@live.com.au.

We'll respond within a reasonable timeframe in accordance with the Australian Privacy Principles.

10. Data Retention

Health records are kept for the period required by Australian law (typically seven years after your last consultation).

Other data, such as marketing information, is retained only as long as necessary or until you request deletion.

11. Your Rights (UK/NZ & GDPR)

If you are based in the UK or EU, you have the right to:

- Access your personal data.
- Request correction or deletion.
- Withdraw consent at any time.
- Lodge a complaint with your local data authority.

12. Third-Party Links

Our website and social media platforms may contain links to other websites.

We are not responsible for the content or privacy practices of these third parties.

Please review their privacy policies before providing personal information.

13. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our services or legal requirements.

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

14. Contact Us

If you have any questions or concerns about how we handle your information, please contact:

Hābu Health

Attn: Karyn Campbell

📍 14 Kalmaine Court, Diamond Creek VIC 3089, Australia

✉ karyncampbellnaturopath@live.com.au

🌐 www.habuhealth.com.au