

Enquiry form privacy policy

What happens to the details you give us when you ask about in-home therapy through Facebook, Instagram, Google or our website.

Effective 23 September 2026

The short version. We collect your contact details so a member of our scheduling team can call you within two business days about booking in-home therapy. We only use them for that purpose and to manage any care you go on to book. We do not sell your information, and we will not send you marketing unless you agree to it.

Who we are

inOne Healthcare is an Australian allied health and nursing provider delivering care in clients' homes across Victoria, Queensland and New South Wales. Our head office is at 25E/250 Sommerton Road, Roxburgh Park VIC 3064.

We handle personal information in line with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. This policy covers our online enquiry forms.

What we collect

Our enquiry form asks for:

- your name, phone number and email address
- your suburb or postcode, so we know which team services your area
- the service you're interested in and how you expect to fund it (for example NDIS, Support at Home or private)
- whether you're enquiring for yourself or on behalf of someone else

The form does not ask for medical details. Please don't include them. If you go on to book, our team will ask about health needs on the phone, and that information is treated as sensitive information under the Privacy Act and collected only with your consent.

How we receive your details

If you submit a form inside Facebook or Instagram, Meta collects your answers and passes them to us. If you submit a form on our website after clicking a Google ad, the details come to us directly. Meta and Google handle the data on their own platforms under their own privacy policies, which you can read at facebook.com/privacy/policy and policies.google.com/privacy.

How we use your details

- to call you, answer your questions and work out whether we can help
- to arrange a booking with a clinician who services your area
- to keep a record of your enquiry so we don't ask you the same questions twice
- to measure how many enquiries our ads produce, using counts rather than your personal details wherever possible

Who we share it with

Your details are stored in our customer management system, Pipedrive, and seen only by the staff who need them to handle your enquiry. Your enquiry data is stored within Australia.

If you book, we share relevant details with the clinician providing your care and, where needed, with your funding body, plan manager or support coordinator. We don't sell, rent or trade your personal information, and we don't share it for anyone else's marketing.

Marketing

Submitting an enquiry does not sign you up to marketing. We'll only send you news or offers if you tell us you want them, and every message will include a way to opt out.

Keeping it secure

Access to enquiry records is limited to authorised staff, protected by individual logins. If a data breach is likely to cause you serious harm, we will notify you and the Office of the Australian Information Commissioner as required by the Notifiable Data Breaches scheme.

Accessing, correcting or deleting your details

You can ask to see the information we hold about you, have it corrected, or have your enquiry deleted at any time. Contact us using the details below. We'll respond within 30 days.

Questions and complaints

If you have a concern about how we've handled your information, contact our Privacy Officer first so we can try to fix it.

Privacy Officer: Ashley Boykett

Phone: [1300 765 456](tel:1300765456) (Monday to Saturday, 9am to 5pm)

Victoria: info@inonehealthcare.com.au

Queensland: info.qld@inonehealthcare.com.au

New South Wales: info.nsw@inonehealthcare.com.au

Post: 25E/250 Sommerton Road, Roxburgh Park VIC 3064

If you're not satisfied with our response, you can complain to the Office of the Australian Information Commissioner on 1300 363 992 or at oaic.gov.au.

Changes to this policy

We may update this policy as our forms or systems change. The effective date at the top shows when it was last revised.