

The Return Co. – Data Collection, Marketing Consent, and Voucher Terms

Effective date: 7 November 2025

1. Definitions

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable. Health information means information about your health, disability, or health services provided to you. Voucher means the promotional 'Bulk Billed Care Plan Voucher' sent after form submission.

2. Who we are and how to contact us

The Return Co. Health, 7 McIlwrick St, Windsor VIC 3181, Australia. Email: hayden@thereturn.com.au • Phone: 0449 908 348 • Website: www.thereturn.com.au

3. What personal information we collect

We collect the following information when you submit our voucher or CDM forms, book appointments, or communicate with us: Identification and contact details (name, email, mobile/phone, suburb/postcode). Campaign metadata (referral source, voucher code issued, consent preferences, dates/times, device and UTM parameters). Booking information (preferred appointment type, dates, clinician, notes you provide). Health information (only where necessary for clinical care and handled in accordance with health privacy obligations).

4. Why we collect and how we use your information

We collect and use your information to: Send your requested voucher and instructions. Arrange or coordinate bulk billed GP care plan appointments (with your consent). Manage bookings, provide physiotherapy services, and process Medicare rebates. Send service messages (confirmations, reminders, important updates). Send marketing messages about relevant services, programs, and offers (only with your consent). Improve our services, campaign measurement, and site experience (analytics/cookies).

5. Legal bases for processing (Australia)

We rely on your consent for marketing communications and, where applicable, for collecting health information. We rely on our legitimate interests or contractual necessity for service communications, booking management, and security. Where required, we will seek explicit consent before collecting health information.

6. Marketing consent and opt-out

When you submit our form, you may opt in to receive marketing emails and SMS from The Return Co. You can unsubscribe at any time by using the links in our emails, replying STOP to SMS (where available), or contacting us directly. We comply with the Spam Act 2003 and applicable privacy law.

7. Data storage, service providers, and international transfers

We store contact form data using Wix (Wix.com Ltd.) and may also use secure third party service providers to deliver our services, including but not limited to: Mailchimp (email marketing), Halaxy

(practice management), and SMS providers (such as ClickSend). These providers process data on our instructions and under their own privacy and security terms. Some providers may store or process data outside Australia. Where we transfer data internationally, we take reasonable steps to ensure appropriate safeguards are in place. We do not sell your personal information.

8. Sharing your information

We may share your information with: Your nominated GP or Fitzroy North Medical Clinic when coordinating care plan appointments (with your consent). Our service providers for booking, communication, analytics, and storage. Regulators or authorities if required by law. We do not share your information with unrelated third parties for their own marketing.

9. Retention

We retain your information only for as long as reasonably necessary for the purposes described in this document, or as required by law and professional record keeping obligations. You may ask us to delete your marketing profile at any time.

10. Access, correction, and complaints

You may request access to, or correction of, your personal information by contacting us. If you have a privacy concern, contact us first so we can help. You may also lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

11. Cookies, pixels, and analytics

We use cookies, pixels, and similar technologies to measure campaign performance and improve site experience. You can adjust your browser settings to refuse some cookies. Third party tools such as Meta Pixel and Google Analytics have their own privacy terms.

12. Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your information. No system can be guaranteed 100% secure. If we become aware of a data incident, we will assess and respond in line with applicable laws.

13. Children

Our marketing is directed to adults. If you are under 18, please obtain a parent or guardian's consent before submitting personal information.

14. Voucher terms

Eligibility depends on GP assessment for a Chronic Disease Management plan and your Medicare status. Vouchers are non transferable, have no cash value, and are valid only for the purpose described. A standard physiotherapy gap payment applies at The Return Co.; the Medicare rebate amount may change. Vouchers may specify an expiry date and code; lost vouchers can be reissued at our discretion. Misuse, alteration, or fraud may void the voucher.

15. Overseas visitors (UK/IE reciprocal healthcare)

If you are visiting from the UK or Ireland, you may be eligible for reciprocal Medicare benefits only if you have enrolled and hold a valid Medicare card. Your GP will determine eligibility for a care plan referral.

16. Changes to this document

We may update this document from time to time to reflect changes in law or our practices. The latest effective date is shown at the top.

17. Acceptance and consent

By submitting our form and ticking the marketing consent box, you acknowledge that you have read this document and consent to receive marketing communications from The Return Co. You can withdraw consent at any time. Governing law: Victoria, Australia. This document should be read together with our full Privacy Policy and the terms of our service providers (such as Wix, Mailchimp, and Halaxy). If any provision is unlawful or unenforceable, it is severed, and the remainder continues in effect.

Note: This template provides general information only and is not legal advice. Consider obtaining independent legal review for your specific circumstances.