



## Client Connect

### Terms of Use Policy

Welcome to Client Connect, an online client portal operated by Down South Therapy ("we," "our," or "us"). By accessing and using our client portal, you ("you," "your," or "user") agree to comply with the following Terms of Use ("Terms"). Please read these Terms carefully before using Client Connect. If you do not agree to these Terms, please refrain from using the portal.

#### **1. Description of Services:**

Client Connect is an online client portal provided by Down South Therapy, an allied health provider. The portal allows registered users to access the following services:

- Make online credit card payments for services
- View appointments
- View payment history
- Send and receive secure messages with therapists and administrative staff
- Fill out forms online
- Change personal details such as contact information

#### **2. User Accounts:**

To use Client Connect, clients will receive an activation email and must activate their account. By activating the account, you agree to these Terms. Your email address will serve as your username for login purposes. Additionally, we offer Custodian Accounts, which are special logins for users with dependents attached to them, facilitating access to all relevant accounts.

#### **3. User Conduct:**

We expect all users to engage respectfully while using Client Connect and abide by Down South Therapy's [Code of Conduct](#) policy. Prohibited activities include but are not limited to:

- Attempting to intimidate or harass staff members.
- Making threats to harm a staff member or destroy their equipment.
- Making harassing, offensive, or intimidating statements, or threats of violence.
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language, or sexuality.

#### 4. Privacy Policy:

Client Connect is hosted by a third party, Bonterra LLC. Please reference their Privacy and Cookies policies here:

- <https://www.bonterratech.com/privacy-policy>
- <https://www.bonterratech.com/cookie-policy>

We are also committed to protecting your privacy as outlined in our organisation's [Privacy and Dignity Policy](#). Please review these carefully to understand how we collect, use, and safeguard your information.

#### 5. Intellectual Property:

All content and information provided on Client Connect belongs to Down South Therapy and is protected by intellectual property laws. Users must not reproduce, modify, or distribute any materials from the portal without our explicit consent.

#### 6. Cookies and Tracking Technologies:

Client Connect is hosted by a third party, Bonterra LLC. Please reference their Privacy and Cookies policies here:

- <https://www.bonterratech.com/privacy-policy>
- <https://www.bonterratech.com/cookie-policy>

#### 7. Links to Third-Party Websites:

Client Connect may contain links to third-party websites for your convenience. These links do not imply endorsement or sponsorship by Down South Therapy. Please be aware that our privacy policies do not apply to third-party websites, and we encourage you to review their respective privacy policies.

#### 8. Age Restrictions:

Client Connect is intended for use by individuals who are 18 years old and above. Parents, caregivers, or legal guardians may create accounts on behalf of their child or dependent.

#### 9. Contact Information:

For any questions or concerns related to these Terms of Use, you can contact us via the following methods:

Email: [info@downsouththerapy.com.au](mailto:info@downsouththerapy.com.au)  
Address: Unit 1/11 Day Road, Rockingham, WA, 6168  
Phone: 0404 698 218



#### **10. Changes to the Terms:**

Down South Therapy reserves the right to update or modify these Terms at any time without prior notice. We will notify registered users of any significant changes via email. Continued use of Client Connect after the changes will indicate your acceptance of the updated Terms.

#### **11. Termination:**

If a user violates these Terms of Use, Down South Therapy reserves the right to terminate their account and access to Client Connect without notice.

#### **12. Governing Law:**

These Terms of Use shall be governed by and construed in accordance with the laws of Western Australia, and any disputes arising from the use of Client Connect shall be subject to the exclusive jurisdiction of the courts of Western Australia.

By using Client Connect, you acknowledge that you have read, understood, and agreed to abide by these Terms of Use. If you do not agree to these Terms, please do not proceed with accessing or using the portal.

Effective Date: 11 August 2023