

Privacy Policy

1. Introduction

Simply Women's Nutrition (we, us, our) recognises the importance of protecting the privacy of all personal information provided to us by users of our website, patients, and anyone who interacts with our business in any way. We created this policy with a fundamental respect for our users' and patients' right to privacy and to guide our relationships with our users and customers.

This privacy statement outlines the privacy practices we adopt to protect the privacy of your personal information and the way we handle and manage your personal information. This policy is available on our website. You may also obtain a copy by contacting us and asking for a copy of this privacy policy.

When handling your personal information, we will comply with the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles.

2. Private information collected

Personal information is information or an opinion about an identified, or reasonably identifiable, individual. Simply Women's Nutrition collects a range of personal information from our patients to provide various services. When providing a service we may collect personal information, such as:

Contact information including name, e-mail address, mailing address, phone number, date of birth;

Demographic information including job title and social situation;

Information regarding your use of devices connected to or related to our services (for example, information regarding your use of email correspondence with our clinical staff regarding a condition or presentation).

Referring health professionals such as the referring general practitioner and related details.

3. Collecting personal information

Simply Women's Nutrition will generally collect personal information from you when you:

Book an appointment.

Attend an appointment with Simply Women's Nutrition and describe medical history (part and current), social history (past and current) as well as medical records, medical test results, pathology results and medical or allied health referrals.

Register your details via the Simply Women's Nutrition website and enquiry form.

Occasionally we may collect personal information about you from a third party, such as:

A body that maintains public records, such as work safe, TAC, insurance companies or Medicare Health Records.

4. Simply Women's Nutrition collects your personal information to:

Provide best practice dietary assessment, management and education to you as providers of health-related services;

Manage our customer service relationships with you

Communicate with you about an appointment detail or account related query;

Comply with our legal obligations.

Provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

Simply Women's Nutrition may contact you by a variety of measures including, but not limited to telephone, email, sms or mail

5. Disclosure of personal information

Simply Women's Nutrition will generally only disclose your personal information for the purposes for which it was collected. At times, personal information provided by you to us may be required to be shared with organisations such as insurance companies, WorkSafe, TAC, DVA, or other medical practitioners involved in patient care.

For example, we may provide information to:

Insurers relating to a medical claim or dispute, or otherwise facilitate our insurance related treatment plans;

Health professionals engaged your treatment

Debt collectors to collect payment of outstanding fees or money you owe to us;

Third party document storage or IT service providers;

We will also disclose information we maintain when required to do so by law. For example, in response to a court order or a subpoena or other legal obligation, such as response to a law enforcement agency's request, or in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to, or interference with (either intentionally or unintentionally) our rights or property.

Our users and customers should also be aware that government bodies may have the authority under certain circumstances to receive personal information from us and without your permission.

Our website contractors will sometimes have limited access to your personally identifiable information during maintenance and upgrading of our website. Access to this data by these contractors will be limited to the information reasonably necessary for the contractor to perform its limited function. We also contractually require these contractors to protect the privacy of your information.

We will not sell your personal details to any individual or organisation.

6. Direct communication

Simply Women's Nutrition will contact you regarding appointment information email or text message. Patients have the option to opt out of receiving information about their appointment through via text message or email. Patients are able to opt out at any time by contacting Simply Women's Nutrition.

7. Security of personal information

Electronic, physical and managerial procedures have been put into place at Simply Women's Nutrition to safeguard and prevent unauthorised access, disclosure or modification of personal information provided to Simply Women's Nutrition.

The servers on which we store personally identifiable information are kept in a secured environment.

Employees of Simply Women's Nutrition who need your personal information to successfully perform a specific job (dietitian or administrative receptionist) are granted access to personally identifiable information.

8. Updating or accessing your personal information

If your personal information changes (e.g. your name or address), you can contact Simply Women's Nutrition to let us know of the change. Please contact us on:

Phone: 0417 125 389

Email: simplywomensnutrition@gmail.com

You can also contact us to inquire about your personal information we collect and maintain.

You have a right to request:

Access to personal information we hold about you; and

Correction to personal information we hold about you that is incorrect, inaccurate, out of date, incomplete, irrelevant or misleading.

9. Policy changes and complaints

Simply Women's Nutrition has the right to change or update their privacy policy at any time and will update these changes on their website (www.simplywomensnutrition.com). You may check this policy through the website to keep up to date with any changes.

If you have any questions relating to the privacy policy, privacy complaints, the website (www.simplywomensnutrition.com) or any dealings with Simply Women's Nutrition please contact us through:

Email: simplywomensnutrition@gmail.com

Phone: 0417 125 389

10. Links to third party websites

Our social media channels and website may contain links to other sites. We are not responsible for the content or privacy practices of other sites.

Simply Women's Nutrition encourage its users and patients to be aware and to read the privacy statements of each website provided as a link on the Simply Women's Nutrition website (www.simplywomensnutrition.com).