

Privacy Policy

Introduction

This privacy policy explains how I, Rose the Naturopath, collect, store, use and share your personal information, including your health information, when you engage with my naturopathic practice.

I am a sole trader and a Registered Naturopath with the Australian Traditional Medicine Society (ATMS, membership 54856), and I am bound by the ATMS Code of Conduct and Code of Ethics in addition to the Australian Privacy Principles (APPs).

Why do I collect, use, store and share your personal information?

I need to collect your personal information in order to provide naturopathic services to you. My main purpose for using, storing and sharing your personal information is to provide naturopathic services to best manage your health. I also use it for directly related business activities, such as financial claims and payments, insurance, audits and accreditation, and business processes (e.g. professional development and direct marketing).

What kinds of personal information do I collect?

Names, date of birth, gender, addresses, contact details; your emergency contact details; medical information such as medical history, health issues, the medication, herbs and supplements you take, allergies, social/family history, and risk factors; and your health fund details where applicable.

When and why do I need your consent?

When you register as a client, you provide written consent on your client intake documentation for me to access and use your personal information so I can provide you with the best possible care. If I need to use or disclose your personal information for any other purpose, I will seek additional consent from you before I proceed.

How do I collect your personal information?

When you make your first appointment, I collect your personal and demographic information through my client intake process. During the course of providing naturopathic services and consultation to you, I may collect further personal information where necessary.

I may collect your personal information when you visit my website, use my online booking system, send me an email or SMS, telephone me, or communicate with me using social media.

In some circumstances personal information may also be collected from other sources — your guardian or responsible person; other medical practitioners (with your consent); your health fund (if applicable). I will seek your consent prior to collecting your personal information from a third party provider.

Who do I share your personal information with?

Other than in the course of providing naturopathic services or as otherwise described in this policy, I will not share your personal information with any third party without your consent.

I may disclose your personal information to third parties who support my practice for business purposes, such as IT providers and accreditation bodies. I ensure all third parties agree to comply with the Australian Privacy Principles and this policy prior to accessing your information.

By law, I may disclose your personal information without your consent where it: is required or authorised by law (e.g. court subpoenas); is necessary to lessen or prevent a serious threat to a person's life, health or safety; is needed to locate a missing person; is needed to establish, exercise or defend an equitable claim; is required for a confidential dispute resolution process; or is subject to a statutory requirement (e.g. mandatory disease notification).

I will not share your personal information with anyone outside Australia (unless under exceptional circumstances permitted by law) without your consent.

How do I store and protect your personal information?

Your personal information may be stored as paper/hard copy, electronic form, or any other form reasonably necessary to deliver naturopathic services to you, including:

Physical documents temporarily stored in hard copy until scanned into Cliniko, my cloud-based practice management solution, and then securely shredded; Cliniko; MailChimp (with your consent, for education and marketing); Xero; email; and any other software relevant to my practice.

How can you access and correct your personal information?

Put requests in writing to Rose the Naturopath, or via email to hello@rosethenaturopath.com.au. I will use all reasonable endeavours to respond within 30 days. I will also take reasonable steps to correct information that is not accurate or up-to-date, and may periodically ask you to verify your details.

How can you lodge a privacy-related complaint, and how will it be handled?

Put complaints in writing to Rose the Naturopath, or via email to hello@rosethenaturopath.com.au. I will use all reasonable endeavours to respond within 30 days.

If you are not satisfied with my response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or on 1300 336 002 — generally the OAIC will require you to give me time to respond first. As an ATMS-registered practitioner, you may also raise concerns with the Australian Traditional Medicine Society if they relate to my professional conduct.

Dealing with me anonymously

You have the right to deal with me anonymously or under a pseudonym unless it is impracticable to do so, or unless I am required or authorised by law to only deal with identified individuals.

Policy Review Statement

This privacy policy will be reviewed whenever necessary to ensure it remains in accordance with any changes to the law or to my practice. If I amend this policy, I will let you know through my website.