



0458 237 137

admin@poddietetics.com.au

Privacy Policy

Purpose

Pod Dietetics is committed to ensuring the privacy and confidentiality of all personal/health information of our clients. We adhere to the National Privacy Principles (NPPs) and this policy is consistent with the Australian Privacy Principles within the Privacy Act 1988. The purpose of this Privacy Policy is to outline the ongoing obligations of Pod Dietetics in respect to how we manage personal and health related information and data.

Please read this Privacy Policy carefully. By providing personal information, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy. You do not have to provide personal information to us, however, if you do not, it may affect your use of the services we offer.

Policy

This policy statement covers the following:

- What type of information we collect.
- Why and how we collect information.
- How we use information.
- How we protect information.
- Clients accessing their personal information.
- How to manage complaints and breaches.

What type of information we collect

The type of information we collect to assist our team in working with clients may include:

- Personal information, e.g. name, address, date of birth, gender.
- Health history, ethnic background or current lifestyle.
- Occupation, employer's details, interests, payment details, financial information.
- Information about how and where clients were referred to us.
- Health information including medical results, clinical and medical records.
- Medicare number (where available) for identification and claiming purposes
- Family medical history and their details.
- Other medical service providers' commentary, diagnosis and test results.



0458 237 137

admin@poddietetics.com.au

Why we collect personal information

We collect personal information when it is reasonable and necessary to conduct the services we offer.

How we collect information

There are a few different ways Pod Dietetics collects patient information. Most information is collected directly from clients via:

- Information from a referral form
- Over the phone (including video calls)
- From a direct referral from another provider

Pod Dietetics may also collect personal information throughout our relationship with clients. For example, we may collect personal information:

- When a client pays their bill or makes an appointment
- During a consultation
- When completing a form

How we use information

Pod Dietetics may use client information within a wider group of professional service providers that may include:

- Pod Dietetics employees and contractors.
- Medical Practitioners.
- Allied Health Professionals.
- Other third parties such as NDIA, Medicare, DVA, LSA, private health insurers, and if necessary, Collection Agencies.
- Other parties reasonably expected to be included in the treatment of any client.

When our service involves other parties, such as doctors or other allied health professionals, we will only provide them with the information they need to provide and manage their relationship with the client.

To support the maintenance of high-quality client care, all Pod Dietetics staff undertake regular professional supervision. This may include case discussion where staff discuss client care and seek advice as to how best to provide support. If your care is discussed within professional supervision, all identifying information is removed and the case is anonymous.



0458 237 137

admin@poddietetics.com.au

How we share client information

There may be times when Pod Dietetics needs to share client information to other health providers such as GPs and Specialists. These companies are subject to strict controls that protect patient information from unauthorised use or disclosure and limits their access to personal information to the extent necessary to do their job.

Pod Dietetics is committed to safeguarding the information provided to us. We have in place suitable and reasonable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

Legal obligations and other privacy exceptions

Pod Dietetics gives access to personal information where we are permitted or obliged to do so by Australian law. For example, in some circumstances we will use or disclose personal information to react to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

Others

Pod Dietetics will only disclose personal information to others if given express permission, or if the disclosure relates to the main reason, we collected the information and the client would reasonably expect us to do so.

Marketing

We may use personal information from clients to send marketing and special offers which are targeted towards relevant interests, characteristics or location. This marketing could be distributed to clients via email, text, or online.

All marketing emails, texts and letters distributed by Pod Dietetics will clearly identify how recipients can opt out from receiving marketing promotions and advertising.

How we store and protect client information

Client information is stored within our database which is securely protected to ensure client information remains confidential. Firewalls and access logging tools are put in place to protect against unauthorised access to client data and our network. We protect client information by ensuring:

- Secure work environments and workflow systems that prevent unauthorised access and copying of your personal information.



0458 237 137

admin@poddietetics.com.au

- Management of access privileges, to ensure that only authorised personnel can access personal information.
- Ongoing training and security reviews

Clients accessing their personal information

A client may request access to their personal information. The identity of the client will always be confirmed prior to the provision of personal information. Under Australian privacy laws there are situations where we may not give access to the requested personal information. For example, information cannot be revealed if it would unreasonably affect someone else's privacy or if it poses a serious threat to someone's life, health or safety.

A request from a client to access their personal information should be directed to Pod Dietetics via phone or email.

Quality of personal information

Pod Dietetics aims to keep personal client information accurate, up-to-date and complete. If there is information which needs to be updated or changed, clients are encouraged to contact us by phone or email.

Complaints and breaches

For any complaints about Pod Dietetics' dealings with personal information, including any breaches of any Australian Privacy Principles, or for any questions regarding this privacy statement, the client is able to contact us via phone or email.