



DIETITIANS
MIDCOAST

Our Privacy Policy

This Privacy Policy describes how **Dietitians MidCoast** (referred to as "we", "us", or "our") collects, uses, holds, and discloses your personal information. We are committed to protecting your privacy and managing your personal information in accordance with the Australian Privacy Principles (APPs) contained in the *Privacy Act 1988* (Cth).

1. Our Contact Details

For any questions, concerns, or requests regarding your personal information, please contact our Privacy Officer:

- **Business Name:** Dietitians MidCoast
 - **ABN:** 41 616 453 512
 - **Postal Address:** PO Box 259, The Junction, NSW, 2291
 - **Email Address:** office@dietitiangsmidcoastnsw.com.au
 - **Phone Number:** 1300 652 620
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2. Kinds of Personal Information We Collect

We only collect personal information that is reasonably necessary for our business operations. The types of information we may collect and store include:

- **Identity Data:** Full name and date of birth.
 - **Contact Data:** Home address, email address, and phone numbers.
 - **Financial Data:** Payment card details.
 - **Health Data:** Relevant information provided by your referring medical practitioner with your permission and consultation notes relevant to the referral.
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3. How We Collect and Store Personal Information

We collect personal information through lawful and fair means, directly from you or via automated technologies:

- **Direct Interactions:** When you fill out forms, purchase products or services, or communicate with us via phone, email, or mail.
 - **Automated Technologies:** When you interact with our website, we may automatically collect technical data using cookies.
 - **Storage Methods:** Your personal information is stored securely in encrypted cloud storage providers located in Australia.
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4. Why We Need to Collect Personal Information

We collect your personal information for purposes necessary to run our dietetic business efficiently, including:

- **Service Delivery:** To process your bookings, arrange appointments, and manage payments.
 - **Customer Support:** To respond to queries and manage Medicare rebates (if applicable).
 - **Marketing Communications:** To send you updates, newsletters, and promotional offers (where you have consented to receive them).
 - **Legal Compliance:** To meet our taxation, accounting, and statutory obligations under Australian law.
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5. How We Use and Disclose Personal Information

We will only use or disclose your personal information for the primary purpose for which it was collected, or for a related secondary purpose you would reasonably expect. We may disclose your information to:

- **Service Providers:** Medical and health practitioners (with your prior approval).
 - **Government Authorities:** Regulatory bodies and law enforcement agencies when required or authorised by Australian law.
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6. Accessing and Correcting Your Information

You have a right to access the personal information we hold about you and to request corrections if it is inaccurate, outdated, or incomplete.

- **How to Request Access:** Contact our Privacy Officer in writing using the details in Section 1.
 - **Our Response:** We will respond to your request within a reasonable timeframe (usually within 30 days). We do not charge a fee for requesting access or corrections, but we may charge a reasonable administrative fee for providing copies of your data.
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7. Complaints Management

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, you have the right to lodge a formal complaint.

- **How to Complain:** Submit your complaint in writing to our Privacy Officer via the contact details in Section 1. Please provide as much detail as possible.
 - **Our Process:** We will acknowledge your complaint within 7 days, investigate the matter thoroughly, and provide a written response outlining our findings and resolution steps within 30 days.
 - **External Escalation:** If you are unsatisfied with our response, you can escalate the matter to the Office of the Australian Information Commissioner (OAIC).
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8. Overseas Data Disclosure

We will not disclose your personal information to third-party recipients located outside of Australia.

9. Security, Destruction, and De-identification

We implement robust technical and organisational security measures to protect your data from unauthorised access, modification, or disclosure.

- **Data Security:** We utilise firewalls, data encryption, and strict access controls.
 - **Retention and Destruction:** When your personal information is no longer required for the purpose it was collected, and we are not legally obligated to keep it, we will securely destroy it (e.g., via secure shredding) or permanently de-identify it (e.g., via data masking).
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