



## Privacy Policy

Layered Nutrition and Dietetics is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

### **What is Personal Information and why do we collect it?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including during consultations, correspondence by telephone, facsimile, email, via our website [www.layerednd.com.au](http://www.layerednd.com.au), and from third parties including care team members and carers. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. Personal Information collected for marketing and mailing lists is obtained specifically for this purpose. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## **Consent**

A consent form is discussed and completed with clients accessing individual services, whereby Personal and Sensitive Information is collected for the purpose of providing nutrition and Dietetic care. This consent form details how we collect and use your information and consent to obtain and disclose information to third parties involved in and relevant to your care i.e. members of your healthcare team and/or carers and supports. This consent form is completed and reviewed annually with you depending on your length of care with us and can be reviewed and changed by you at any time.

Consent for care is obtained by the individual accessing services if they are 18 years of age or over. Consent is obtained by an authorised person (i.e. parent or guardian) for persons under the age of 16 years. Where practicable consent is obtained from both the individual receiving care and their authorised person if aged 16 or 17 years.

## **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties such as your care team or carers and supports. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party. Discussion on collection and disclosure of your information with third parties will be discussed with you during your care and documented on your file.

## **Disclosure of Personal Information**

Your Personal Information may be disclosed in circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law i.e. in the circumstance of a court order or under mandatory reporting legislative requirements.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

Layered Nutrition and Dietetics uses the practice software Halaxy. For details of Halaxy's privacy policy please refer to their website <https://www.halaxy.com/article/privacy>.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## **Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Layered Nutrition and Dietetics will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## **Maintaining the Quality of your Personal Information**

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Policy Updates**

This policy is reviewed annually and may change from time to time. It is available on our website.

## **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy please contact us at:

Layered Nutrition and Dietetics

Suite 104 553-555 Dean Street, Albury 2640

[info@layerednd.com.au](mailto:info@layerednd.com.au)

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