

Jen the Herbalist Privacy Policy

Current as of: July 2024



Introduction

This privacy policy is to provide to you information on how your personal information (which includes your health information) is collected and used within this practice, and the circumstances in which I/we may share it with others.

Why and when your consent is necessary

When you become a patient of this practice, you provide consent for me to access and use your personal information so I can provide you with the best possible health care. Only staff who need to see your personal information will have access to it. If I need to use your information for anything else, I will seek consent from you to do this. If you do not provide this information; we may be unable to treat you.

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

This practice will need to collect your personal information to provide quality health care services to you. The main purpose for collecting, using, holding, and sharing your personal information is to thoroughly assess and manage your health needs. I also use it for administrative purposes of the practice, billing, for directly related business activities, such as payments, practice audits, and business processes.

What personal information do I collect?

The information collected about you includes your:

- names, date of birth, addresses, contact details, occupation
- medical information including presenting complaint, medical history, current and previous medications, known allergic reactions, adverse events, immunisations, past and family history, relevant lifestyle history, risk factors, findings from pathology tests or other investigations.

Dealing with me anonymously

You have the right to deal with me anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do I collect your personal information?

This practice may collect your personal information in several different ways.

1. When you make your first appointment I will collect your personal and demographic information via your registration.
2. During the course of providing health care services, I may collect further personal information.
3. I may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. I use online platforms including Square, Commbank, Wix, MailChimp, Vital.ly, Rener MyScript and My Appointments. Please refer to the privacy policy of each of these individual platforms for specific details on their data collection.
5. In some circumstances personal information may also be collected from other sources. Often this is because it

is not practical or reasonable to collect it from you directly. This may include information from:

- your guardian or responsible person
- other involved health care providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
- your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

When, why and with whom do I share your personal information?

I will only disclose your personal information for the purpose or purposes of consultation with another practitioner or as otherwise permitted by law and only with your consent. This may include disclosure of information to your doctors or other health professionals. In the case of insurance or compensation claim it may be necessary to disclose and or collect information that concerns your return to work to an insurer or your employer.

Only people who need to access your information will be able to do so. Other than in the course of providing health care services or as otherwise described in this policy, this practice will not share personal information with any third party without your consent.

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

This practice will not use your personal information for marketing any goods or services to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying this practice in writing.

This practice may use your personal information to improve the quality of the services offered to patients through research and analysis of patient data.

How do I store and protect your personal information?

Your personal information may be stored at our practice in various forms including paper records, electronic records, videos, photos, audio recordings.

This practice stores all personal information securely. Paper records are stored in secure cabinets. Electronic information is password protected and any information stored online is end-to-end encrypted using the My Appointments platform.

How can you access and correct your personal information?

You have the right to request access to, and correction of, your personal information.

This practice acknowledges patients may request access to their medical records. I require you to put this request in writing to jentheherbalist@outlook.com and I will respond within 30 days. Please note that for large files a printing charge may apply.

I will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, I will ask you to verify that your personal information is correct and current. You may also request that I correct or update your information, and you should make such requests in writing to jentheherbalist@outlook.com.

How can you lodge a privacy-related complaint, and how will the complaint be handled at this practice?

I take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to jentheherbalist@outlook.com or PO Box 145, Bridgetown WA 6255. I will then attempt to resolve it in accordance with our resolution procedure.

You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the

OAIC on 1300 363 992.

Opting Out of Marketing Communications

Opting out of marketing communications

I may send you newsletters, information and updates about my services and products. I will only do so if you have requested to receive such information through signing up to my newsletter, signing up via another form such as at an event, or becoming a client of mine. You can opt out of receiving further such communications by clicking the 'unsubscribe' option at the bottom of any marketing email sent from me, or by contacting me directly via jentheherbalist@outlook.com

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Patients will be notified via email newsletter mailout when this policy is amended.