



Website Privacy Policy

Introduction

Hi there! This website www.nourishmindbodynutrition.com.au is owned and operated by me, Lina Galatola, the owner of Nourish Mind + Body Nutrition – ABN 93 513 329 437 . If you have any questions or need further information, please contact:

Lina Galatola

0421 031 006

lina@nourishmindbodynutrition.com.au

This document sets out my Privacy Policy. It describes how I collect and manage your personal information when you interact with this site. I take this responsibility very seriously. If you have any questions or concerns about how your personal information is being handled, please do not hesitate to contact me.

I comply with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth) (Privacy Act).

Personal Information

If you engage with me via this website, or choose to become my client I may ask to collect the following kinds of personal information from you, including:

CONTACT DETAILS

- Your name and email address when you opt into my email.
- Your name, address, phone number(s), email address, and emergency contact details at the initial consultation.

INTERESTS & PREFERENCES

- Your occupation
- Leisure activities
- Exercise patterns
- Daily schedule/activities

This information is collected as part of the comprehensive, holistic, initial consultation.

Collection and Use

I may collect your personal information by various means including:

- An opt-in form for my mailing list
- Initial client form
- Initial consultation form
- When you have emailed me
- Client engagement

I use this information to:

- Provide you with relevant news and updates about my services
- Respond to your enquiries
- Provide more relevant information
- Provide specific services at your request
- Provide news about developments in the industry
- Improve my services

I will only collect your personal information:

- With your full awareness and consent, such as when you email me, tick a checkbox or fill in a form to provide me with information.
- If I need it to provide you with information or services that you request.
- If I am legally required to collect it.
- For necessary administrative processes if you become my client.

Sensitive Information

I understand that some personal information is particularly sensitive.

I will only collect sensitive information by methods that are reasonably secure, such as:

- My online intake and booking form (through my website).
- Over the phone when making a consultation booking.
- Via email if requesting a booking.
- In person at the initial consultation (as part of the consultation process).

The reason why I collect this information is:

- So that I can provide you with the services you have contracted for.
- To ensure that I am providing you with the most appropriate services.

The collection of this information is necessary as it allows me to provide you with the best possible service, tailored to your specific needs. In order to develop an appropriate, comprehensive and effective treatment plan tailored to your needs, sensitive information must be collected.

The sensitive information I ask you to provide for this purpose may include:

- Information on digestive activity (such as bowel movements), as this is key to the development of a treatment guide. This is because gut health is central to the nutritional medicine approach.
- Information on menstrual symptoms, reproductive health and libido, which is also considered fundamental, particularly if the clients' signs and symptoms are hormonal in nature. Again, this allows for a unique, specified understanding of the client and how best to treat them.
- In the event of eating disorders, intimate knowledge of disordered eating behaviours (such as purging behaviours) is necessary for the effective management, treatment and tracking of progress.
- In using an eating psychology framework, information on key life stressors, and how this affects eating and food relationships may also be necessary. This might include information on past trauma (including sexual in nature), relationship issues, body image concerns, financial issues and so on.

This information is only collected, however, if and when the client wishes to discuss these issues.

STORAGE

I am committed to securely storing and handling your sensitive information.

All sensitive and private information is stored securely (under password) digitally, and also in hard copy in a lockable filing cabinet. No other party has access to either these digital or hard copy files.

MINORS

Sensitive information may be collected from children under the age of 18.

Personal details will be collected from minors (children) in the course of a consultation with a minor. Parents/guardians are required to be present during the consultation. The information collected will be specific to the child's presenting signs, symptoms and complaints, and will be collected with their parent/guardian's full consent.

All information collected from minors is securely stored in accordance with this privacy policy.

DESTRUCTION POLICY

All archived sensitive materials are retained for the mandatory 7 years, and then securely destroyed after this time. Similarly, digital files will be permanently deleted from all computer locations. For minors, records will be retained for 7 years from their 18th birthday, and destroyed thereafter, in accordance with the law.

Professional Considerations

I am subject to the following regulations regarding the collection of personal information:

REGULATIONS

As a practitioner, I owe you a professional duty of confidentiality. I take this responsibility very seriously and will always strive to promote your best interests.

You may choose not to provide me with your personal information. However, if you choose not to be completely honest with me, I may not be able to provide you with the services that you request.

Use of Personal Information

Reasons why I may disclose your personal information include:

- Where disclosure is necessary to carry out your instructions
- To provide you with the services you have requested
- If and when required for auditing purposes

In order to do this, I may share some relevant personal information - on a strictly need to know basis - with:

- Technology services
- Australia Post or courier companies (for postage if relevant)
- Independent auditors
- Accounting/financial contractors (if necessary)

LEGAL DISCLOSURE

I will also disclose your information if required by law to do so or in circumstances permitted by the *Privacy Act* – for example, where I have reasonable grounds to suspect that unlawful activity, or misconduct of a serious nature, that relates to my functions or activities has been, is being or may be engaged in, and in response to a subpoena, discovery request or a court order.

If you have any concerns regarding the disclosure of your personal information, please do not hesitate to get in touch with me to discuss this personally.

I will use all reasonable means to protect the confidentiality of your personal information while in my possession or control. I will not knowingly share any of your personal information with any third party other than the service providers who assist me in providing the information and/or services I am providing to you. To the extent that I do share your personal information with a service provider, I would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy. However, some of my service providers may be overseas and

may not be subject to Australian Privacy Laws. Please contact me if you have any concerns about the potential disclosure of your information.

Security

I take the security of your personal information very seriously. I will handle and store your information with the utmost care and respect for your privacy and confidentiality at all times.

I will take reasonable physical, technical and administrative safeguards to protect your personal information from misuse, interference, loss, and unauthorised access, modification and disclosure.

I manage risks to your personal information by:

- Storing files securely
- Ensuring that only I have access to sensitive information
- Releasing information to service providers on a strictly need-to-know basis, and
- Conducting regular audits of my security systems.

As mentioned above, your personal information may also be stored with a third-party provider, where it will be managed under their security policy:

- Mailchimp - <https://mailchimp.com/about/security/>
- HealthKit - <https://www.healthkit.com/your-privacy>

Access to Information

You can contact me to access, correct or update your personal information at any time. Unless I am subject to a confidentiality obligation or some other restriction on giving access to the information which permits me to refuse you access under the *Privacy Act*, and I believe there is a valid reason for doing so, I will endeavour to make your information available you within 30 days.

Please contact me via email at lina@nourishmindbodynutrition.com.au with your request. I will respond to your inquiry within 5 business days.

Complaints

If a breach of this Privacy Policy occurs, or if you wish to a request a change to your personal information, you may contact me directly by sending an email outlining your concerns at

lina@nourishmindbodynutrition.com.au and I will endeavour to respond within 48 hours. If you are not satisfied with my response to your complaint you may seek a review by contacting:

- The Complementary Medicine Association (of which I am a professional member) at <https://cma.asn.au/>.
- The Office of the Australian Information Commissioner using the information available at <http://www.oaic.gov.au/privacy/privacy-complaints>.
- The Queensland Health Ombudsman at <https://www.oho.qld.gov.au/>.

Notification of Change

Any changes to this privacy policy will be made public via the website, where a new and updated version of the privacy policy will be loaded.

Notification of Breach

If I have reason to suspect that a serious data breach has occurred and that this may result in harm or loss to you, I will immediately assess the situation and take appropriate remedial action. If I still believe that you are at risk, I will notify the Office of the Information Commissioner and either notify you directly, or if that is not possible, publicise a notification of the breach on this website.