

Privacy Policy

The purpose of this document is to outline how Launceston Dietetics complies with confidentiality and privacy obligations as outlined in the Privacy Act.

Launceston Dietetics' principal concern is to improve the health of individuals, i.e. you. Information collected from you is kept strictly confidential and used only for your medical and health care. It is recognised that the information collected from you is often of a sensitive nature and as a result, ensuring your personal information is protected is regarded in the utmost importance. Please don't hesitate to ask if you have any questions regarding this policy or the collection, storage and use of your personal information.

Collected personal information may include:

- Names, addresses and contact details
- Medicare number for identification and claiming purposes
- Health fund, NDIS or Department of Veteran's affairs numbers
- Demographic and cultural information
- Medical information related to your presenting situation or your general health.

Your personal information may be collected in the following ways:

- Personal and demographic information via registration when presenting for the first time.
- During the consultation a range of questions will be asked and health topics discussed. You are free to choose which information you disclose or withhold however withholding important information may reduce the level or appropriateness of care able to be provided to you.
- Personal and health information may be provided from your GP or other healthcare practitioners involved in your care.
- Personal information may also be collected from the your guardian, carer or other individuals close to you where appropriate.

Personal information collected may be used or disclosed in the following ways:

- To conduct a nutrition and health assessment and provide nutrition and dietetic advice and counseling as part of consultations.
- During administrative tasks including processing payments and liaising with Medicare or other government organisations.
- When reporting back to referring practitioners as required by a funding body or providing specialists or health professionals involved in your care with relevant information.
- Providing information to others involved in your health care including support staff and carers as well as teachers or employers where appropriate and via express permission from you.
- When necessary to lessen or prevent a serious threat to your life, health or safety or public health or safety; or
- As required under compulsion of law.



Your personal information will not be disclosed to any third party other than when required in the course of providing medical services. Personal information will not be provided to anyone overseas.

Your personal information may be securely held as paper records in a secured environment or electronically in protected information systems including cloud-based practice software which uses bank-grade security and encryption. Information is kept for a minimum of 7 years from the date of last entry in your file (except for children in which case the record must be kept until 25 years of age) as required by law. All due care will be taken to ensure the protection of your privacy during the transfer, storage and use of your personal health information.

You have the right to request access to your personal information and request a copy or part of the whole record. Whilst you are not required to give a reason for obtaining the information, you may be asked to clarify the scope of the request. You will be notified within 14 days confirming the request and detailing whether the request can be complied with and an indication of any costs associated with providing the information. Time spent and printing costs when processing a request may be passed on. Information can be expected to be provided within 30 days. In some rare instances the request to obtain information may be denied, in these instances you will be advised of the reasons why.

Reasonable steps will be taken to correct personal information where they are not accurate or up to date. From time to time you may be asked to verify your personal information is correct. You may also request to update your information. Upon request, your personal information held by Launceston Dietetics can be made available to another health provider.

Launceston Dietetics takes complaints and concerns about the privacy of your personal information very seriously. You should express any privacy concerns in writing, which will be attempted to be resolved as soon as possible.

If you wish to complain about a breach of privacy, access your information, correct any information or if have any questions about your personal information or privacy contact:

Director – Georgia Rossetto
Launceston Dietetics
(03) 6709 8338
info@launcestondietetics.com.au

If the complaint has not been resolved to your level of satisfaction all complaints should be directed to:

The Federal Privacy Commissioner
Level 8 Piccadilly Tower
133 Castlereagh Street
Sydney NSW 2000