

ERIN JACKSON

ACCREDITED PRACTISING DIETITIAN

PRIVACY POLICY

OVERVIEW

Erin Jackson | Accredited Practising Dietitian is committed to protecting the privacy of her patients' information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988, the Australian Privacy Principles ("APPs") and privacy provisions of any other applicable legislation.

The purpose of this document is to outline how your personal and health information is collected and used within Erin's practice, together with the circumstances in which it may be shared with third parties. It is recognised that the information collected is often of a sensitive nature and it will be treated with the utmost security and confidentiality.

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28 Elphin Road, Launceston, Tasmania, 7250
Phone: 6331 7392 | Fax: 6380 8361 | info@erinjackson.com.au
Healthlink ID: erinjack | Provider Number 4608775L
ABN: 31 385 100 252

UPDATED SEPTEMBER 2020

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Erin Jackson, Accredited Practising Dietitian (APD) collects and holds your personal information for the purpose of providing you with the best tailored nutrition and dietetic advice and support. Your information will also be used for other directly related practice activities such as financial claims and payments, reporting to referring practitioners, and the management of appointment bookings and reminders.

TYPES OF INFORMATION COLLECTED

- Names, date of birth, addresses and contact details
- Medicare number for identification and claiming purposes
- Private health fund details (where applicable)
- Department of Veterans' Affairs details (where applicable)
- Lifestyle, cultural and demographic information in relation to your dietary needs and habits
- Other medical information related to your general health such as medications, allergies and risk factors.

HOW YOUR PERSONAL INFORMATION WILL BE COLLECTED

As your dietitian, Erin may collect your personal information in several different ways:

- When you make your first appointment, your personal and demographic information will be collected via your registration.
- During consultations, Erin will take notes and collect personal, health and lifestyle information about you e.g. eating habits, your weight and other biometrics.
- In some circumstances, your health and personal information may be collected from other sources including your referring doctor, health specialists involved in your care and/or your guardian or responsible person.
- Erin may also collect your personal information when you visit the practice website, send her an email or SMS, phone the practice or book an appointment online.

In accordance with the Privacy Act, you have the right to deal with the practice anonymously or under a pseudonym unless it is impracticable for Erin to do.

Where an individual chooses not to provide requested information, Erin will give clear advice on consequences this non-disclosure may have on her ability to provide high-quality nutrition counselling.

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HOW YOUR INFORMATION WILL BE STORED

All personal and health information obtained will be held in strict confidence. Your personal information may be held as paper records in a secured environment and/or as electronic records through the use of protected information systems including cloud-based practice management software.

As required by law, patient information is kept for a minimum of 7 years from the date of last entry in your file (*N.B. this applies only for adults 18 years or older*). Due care will be taken in ensuring the protection of your privacy during any transfer, storage and use of your personal information.

INFORMATION USE AND DISCLOSURE

Your personal information will only be disclosed in accordance with the *Privacy Act*. This means that your information may be disclosed:

- Where we have your consent to do so; prior to commencing any nutrition counselling, all patients are required to read, agree and sign a specific consent form.
- As required by law, or under other circumstances where permitted under the *Privacy Act*.

In the course of the practice's business activities, some of your personal information may be disclosed to relevant support staff. Only people who need to access your information will be able to do so. Your personal and health information will not be shared with any third party (in Australia and overseas) without your consent.

Erin Jackson will not use your personal information for marketing purposes. Her dietetics practice does not engage in product and services promotions nor direct marketing activities.

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YOUR PRIVACY IS PARAMOUNT

SECURITY

Erin's goal is to protect all personal information collected in her practice. Personal information is managed confidentially, held securely, and destroyed appropriately when no longer required.

DATA ACCESS & QUALITY

Individuals are able to request access to their personal information records and seek correction of their information where applicable.

Reasonable steps will be taken to ensure the data collected, used and/or disclosed is accurate, complete and up to date. Occasionally you may be asked to verify that your personal information is correct and current.

Erin Jackson APD may occasionally need to deny access to personal information in accordance with the exemptions contained in the *Privacy Act*. You will be notified within 14 days of requesting your patient records whether your request can be complied with, together with an indication of additional costs associated with providing you with the information.

WEBSITE USAGE

Our website uses first-party cookie-based technologies such as Google Analytics to autonomously record statistics and information about your online visit.

This data is collected for statistical purposes only. Please note that no personal and/or health information is collected or stored on the practice website.

PRIVACY CONCERNS

Erin takes complaints and concerns regarding privacy very seriously. If you have any questions or concerns about the privacy of your personal information, they should be submitted in writing at **info@erinjackson.com.au**. All submissions will be addressed as promptly as possible in accordance with Erin's practice resolution procedure.

In the event your complaint is not resolved to your satisfaction, you may also contact the Office of the Australian Information Commissioner (OAIC). For further information visit www.oaic.gov.au or call the OAIC on 1 300 363 992.

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AVAILABILITY AND REVIEW OF POLICY

Erin Jackson | Accredited Practising Dietitian is committed to making this privacy policy available to patients upon request and will also provide a link to this policy from her practice website.

This policy will be regularly reviewed to ensure it meets current legislation and any amendments required to follow Australian standards will be immediately incorporated into the updated policy.



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