

PRIVACY POLICY

1. We respect your privacy

- a) Eat Live Well by Beck Newton respects your right to privacy and is committed to safeguarding the privacy of personal information of individuals (patients, customers and website visitors). We comply with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth), other privacy laws that govern how private sector health service providers like Eat Live Well by Beck Newton handle your personal information (including your health information), and Dietitians Australia's Statement of Ethical Practice (2014). This policy sets out how we collect and treat your personal information.
- b) "Personal information" is information we hold which is identifiable as being about you.
- c) Eat Live Well by Beck Newton is a private dietetics and diabetes education practice under the ownership of Rebecca Newton.

2. Collection of personal information

- a) In order to provide you with the health care services that you have requested, Eat Live Well by Beck Newton will need to collect and use your personal information. If you provide incomplete or inaccurate information to us or withhold personal and health information from us, we may not be able to provide you with the services you are seeking.
- b) Eat Live Well by Beck Newton will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms. You may provide basic information such as your name, phone number, address, email address, date of birth, Medicare details, health fund details and information about your health history and family history. We require this information to assist the clinician to diagnose and treat you, as well as enabling us to send information, provide updates and process the service provided.
- c) We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.
- d) Additionally, we may also collect any other information you provide while interacting with us. This may include information scribed by the clinician manually or via voice recorded dictation obtained during a consultation. Only essential personal and health information is collected in strict compliance with international privacy regulations such as HIPAA and GDPR ensuring the utmost confidentiality and security.

3. How we collect your personal information

- a) Eat Live Well by Beck Newton collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

4. Use of your personal information

- a) Eat Live Well by Beck Newton uses your personal information for the purpose you have given the information to us. We will use your information to provide dietetic/diabetes education services to you, to manage our relationship with you and to contact you in relation to matters concerning your

- care. We may also use your information for other purposes permitted under the Privacy Act 1988.
- b) Eat Live Well by Beck Newton may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.
 - c) Eat Live Well by Beck Newton may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.
 - d) We will always provide the option to 'opt out' or 'unsubscribe' from receiving any product offers or information.
 - e) We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

5. Disclosure of your personal information

- a) We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services, as part of the process of providing your care such as other health professionals and administration staff involved in your care.
- b) We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- c) We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Eat Live Well by Beck Newton, <https://www.eatlivewell.com.au/>, its customers or third parties.
- d) At times, Eat Live Well by Beck Newton is required to provide written reports to the referrer (i.e., your medical practitioner). If you do not wish us to provide a copy of these reports to the referrer, you must let us know.
- e) In order to provide the best possible environment in which to treat you, we may also use or disclose your personal and health information where necessary for:
 - I. activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;
 - II. invoicing, billing and account management;
 - III. to liaise with your health fund, Medicare or the Department of Veteran's Affairs and where required provide information to your health fund, Medicare or the Department of Veteran's Affairs to verify treatment provided to you;
 - IV. the purpose of sending you standard reminders, for example for appointments and follow-up care, by text message or email to the number or address which you have provided to us.
- f) Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.
- g) If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any

personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

- h) By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

6. Security of your personal information

- a) Eat Live Well by Beck Newton is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- b) The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.
- c) Where consultations are recorded using dictation software, the information is held on the clinician's local computer only and deleted once it has been used to complete clinical documentation.
- d) Eat Live Well by Beck Newton will destroy or permanently de-identify any of your information which is in its possession or control and which is no longer needed for the purpose for which it was collected provided Eat Live Well by Beck Newton is not required under an Australian law or court/tribunal or otherwise to retain the information.

7. Access to your personal information

- a) You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at info@eatlivewell.com.au.
- b) We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

8. Complaints about privacy

- a) If you have any complaints about our privacy practises, please feel free to send in details of your complaints to Rebecca Newton 11 Limosa Close, Stirling, Western Australia, 6021. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

9. Changes to Privacy Policy

- a) Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

10. Website

- a) When you visit our website - when you come to our website (<https://www.eatlivewell.com.au/>) we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.
- b) Cookies - we may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.
- c) Third party sites - our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Eat Live Well by Beck Newton is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

Privacy policy approved by:

Rebecca Newton

3rd January 2021

Reviewed 14 April 2024

This policy is due to be reviewed in June 2026