

# Dietitian Claire Privacy Policy

**Current as of: 07/05/2026**

The objective of this document is to provide you with clear information on how your personal information is collected and used within the practice. Occasionally we also need to share your personal information to involve others in your healthcare and this policy outlines when, how, and why we share your information.

## 1. Contact information

For enquiries concerning this policy, you can contact Claire Warner at [claire@dietitianclaire.com.au](mailto:claire@dietitianclaire.com.au).

## 2. Your consent

By registering as a patient and acknowledging this policy, you consent to the collection and use of your personal information to facilitate your care. Access is strictly limited to those directly involved in your treatment.

If the practice needs to use your information for any purpose not covered here, your additional consent will be sought.

## 3. How is your personal information used

The practice collects and shares your personal information primarily to manage your healthcare (e.g. billing, records and treatment). We may also use it for internal quality audits, accreditation and professional training.

## 4. What personal information is collected and how?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medicines, allergies, social history, family history and risk factors
- Medicare and/or Department of Veterans' Affairs (DVA) number (where available) for identification and claiming purposes
- health fund details

We collect information directly from you during your registration and through our ongoing communications (email, SMS, phone, or website). To ensure safe and coordinated care, we may also collect information from:

- Your guardian or nominated representative
- Other healthcare providers (e.g. GPs, specialists or hospitals)
- Your health fund, Medicare or the Department of Veterans' Affairs

Telehealth Security Note: Consultations are conducted via secure platforms and are never recorded. If you share a family email or use a public computer, please be aware this may increase the risk of unauthorised access to your correspondence.

## **5. Sharing your personal information**

We only share your personal information when necessary for your care or legal obligations. This includes sharing with:

- with other healthcare providers (e.g. referral letters and reports)
- when it is required by law (e.g. subpoenas) or to prevent a serious threat to a patient's life, health or safety
- for the purpose of confidential dispute resolution process or to establish or defend a legal claim

Access to your information is strictly limited to those necessary for your care. We will not disclose your personal information to any third party or overseas recipient without your express consent, except as required by law.

The practice will not use your personal information for marketing purposes without your express consent, and you may opt out at any time.

## **6. How is your personal information stored and protected?**

Your records are stored in Cliniko, a secure practice management system using end-to-end encryption and Australian-based servers. We use Cliniko's integrated tools to generate clinical reports and conduct secure telehealth consultations. Video calls are not recorded.

Records are retained for 7 years (for adults) as per Australian law before secure destruction.

## **7. Accessing and correcting your information**

You have the right to access and update your personal information at any time.

If you would like to view your medical records or request a correction to ensure your data is accurate and up to date, please contact Claire at [claire@dietitianclaire.com.au](mailto:claire@dietitianclaire.com.au). We will respond to all requests within 72 hours and may ask you to verify your identity to ensure your information remains secure.

## **8. Privacy-related complaints**

If you have any concerns about how your information is handled, please contact us via phone on 0499 007 278, or email at [claire@dietitianclaire.com.au](mailto:claire@dietitianclaire.com.au).

We will acknowledge your complaint promptly and attempt to resolve it in accordance with our resolution procedure within 7 to 14 days.

If you are not satisfied with our response, or if we have not provided a response within 30 days, you may lodge a formal complaint with the Office of the Australian Information Commissioner (OAIC). The OAIC typically requires that you give the practice 30 days to respond before they will investigate. For further information, visit [www.oaic.gov.au](http://www.oaic.gov.au) or call 1300 363 992.

## **9. Policy review statement**

Our privacy policy is regularly reviewed to ensure compliance with current obligations. Review date: 07/05/2027. Any updates will be updated on the website, and you will be notified directly via email of any significant changes.