



ALEXANDRA MIDDLETON
NATUROPATHIC NUTRITIONIST

CLIENT PRIVACY POLICY

Alexandra Middleton is committed to providing a quality service to you. This policy outlines how she manages your Personal Information, including Health Information.

Alexandra Middleton has adopted the federal National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). As Alexandra Middleton is based in New South Wales she also complies with the Privacy and Personal Information Protection Act 1998 (PPIP Act) and the Health Records Information Privacy Act 2002 (HRIP Act). Taken together, these laws govern the way in which she collects, uses, discloses, stores, secures and disposes of your Personal Information, including Health Information.

Business details

Alexandra Middleton
ABN: 63 198 254 158

Personal Information and why it is collected

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information Alexandra Middleton collects include: names, addresses, email addresses & phone numbers.

This Personal Information is obtained in many ways including correspondence, by telephone and by email, via my website, from media and publications, from other publicly available sources, from cookies and from third parties. I don't guarantee website links or policy of authorised third parties.

Alexandra Middleton collects your Personal Information for the primary purpose of providing her services to you and for marketing. I may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from my mailing/marketing lists at any time by contacting me in writing.

When Alexandra Middleton collects Personal Information she will, where appropriate and where possible, explain to you why we she is collecting the information and how she plans to use it.

Health Information and why it's collected

Health information is a specific type of 'personal information' which may include information about your physical or mental health or disability. It includes:

- Personal Information you provide to any health organisation
- A health service already provided to you
- A health service that is going to be provided to you
- A health service you have asked to be provided to you
- Some personal information for organ donation
- Some genetic information about you, your relatives or your descendants.

Alexandra Middleton collects health information from clients when it is relevant to the service provided, i.e. when I need to know health information about you in order to provide you with nutrition advice.

Third Parties

Where reasonable and practicable to do so, Alexandra Middleton will collect your Personal Information only from you. However, in some circumstances she may be provided with information by third parties, such as communications from your doctors, specialists, pathology services, radiology services & in emergency situations. or from other healthcare professionals. In such a case this will always be in accordance with your consent.

Security

Alexandra Middleton is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, she has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information she collects. The personal information that she holds is treated as confidential and only accessed when necessary.

When your Personal Information is no longer needed for the purpose for which it was obtained, Alexandra will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept for a minimum of 7 years.

Mailing List

Alexandra Middleton uses Mailchimp, a third-party service provider, for the delivery of email newsletters. She store's your name and email address for purposes of delivering such communications. Please refer to Mailchimp's privacy policy for further information.

Controlling your Personal Information

You may access the Personal Information Alexandra holds about you to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us. In order to protect your Personal Information, we may require identification from you before releasing the requested information.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as possible so Alexandra can update your records and ensure she can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on the website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact Alexandra by sending an email to alex@alexandramiddleton.com.au

Client Declaration

I declare that I have read, understood and accept Alexandra Middleton's Privacy Policy outlined above:

Signature: _____  _____ Date: _____

Print Name: _____