

Privacy Policy

Natural Medicine Centre

1. Overview

Natural Medicine Centre (we, us, our) is committed to protecting the privacy of your personal and health information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This Privacy Policy outlines how we collect, use, store, disclose and protect your personal information.

2. What Information We Collect

We collect information that is necessary for us to provide natural health services. This may include:

- **Personal information:** your name, address, email, phone number, date of birth, emergency contact.
- **Health information:** medical history, treatment plans, medications, referrals, test results, consultation notes, and other sensitive information.
- **Billing information:** Medicare details, private health fund information, and payment data.
- **Other information:** any communications with us via phone, email, or website.

3. How We Collect Information

We collect personal information:

- Directly from you during consultations or registration
- Through written forms (online or in person)
- From third parties such as referring practitioners, pathology labs, or insurers (with your consent)

4. Why We Collect Your Information

We use your personal and health information to:

- Provide safe and appropriate natural medicine services
- Manage clinical records and appointment scheduling
- Communicate with you (e.g. appointment reminders, follow-ups)
- Comply with legal and regulatory obligations
- Manage billing, claims and payments

5. Disclosure of Your Information

We may disclose your personal information to:

- Other healthcare professionals involved in your care (with your consent)
- Health insurers, Medicare or other government bodies (where required)
- Third-party service providers who assist us in providing care (e.g. IT support, cloud storage), under strict confidentiality
- Regulators or legal authorities if required by law

6. Data Storage and Security

We take reasonable steps to ensure your personal information is secure, accurate, and up-to-date, including:

- Secure digital record-keeping systems
- Password-protected databases and secure servers
- Staff training in privacy and confidentiality

7. Access and Correction

You have the right to request access to your personal information and request correction if you believe it is inaccurate. To do this, please contact us in writing (see Section 10 below).

8. Use of Website and Cookies

When you visit our website, we may collect non-identifying information such as your IP address or browser type. Our website may use cookies for functionality and analytics. You can adjust your browser settings to reject cookies.

9. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in law or practice. The most recent version will be available on our website and at our clinic reception.

10. Contact Us

If you have questions, concerns or complaints about how we handle your privacy, please contact:

Privacy Officer

Natural Medicine Centre

95 McKenzie St Wonthaggi, 57 McCartin St Leongatha

Phone: 0492 862 912

Email: info@naturalmedicinecentre.net.au

We aim to respond within 30 days. If you're not satisfied, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

Website: www.oaic.gov.au | Phone: 1300 363 992