

Privacy Policy

1. WHY DO I COLLECT, USE, HOLD AND SHARE YOUR PERSONAL INFORMATION?

This practice will need to collect your personal information to provide quality health care services to you. The main purpose for collecting, using, holding, and sharing your personal information is to thoroughly assess and manage your health needs. I also use some of your information for administrative purposes such as payments and practice audits. This practice may use your personal information to improve the quality of the services offered to patients through research and analysis of de-identified patient data.

2. WHY AND WHEN YOUR CONSENT IS NECESSARY

When you become a patient of this practice, you provide consent for me to access and use your personal information so I can provide you with the best possible health care. If I need to use your information for anything else, I will seek consent from you to do this. If you do not provide this information; I may be unable to treat you.

3. WHAT PERSONAL INFORMATION DO I COLLECT?

The information collected about you may include your:

- names, date of birth, addresses, contact & payment details, occupation, pronouns, sex assigned at birth, gender, body parts you may or may not have.
- medical information including presenting complaint, medical history, current and previous medications, known allergic reactions, adverse events, immunisations, past and family history, relevant lifestyle history, risk factors, findings from pathology tests or other investigations.

4. DEALING WITH ME ANONYMOUSLY

You have the right to deal with me anonymously or under a pseudonym unless it is impracticable for us to do so or unless I am required or authorised by law to only deal with identified individuals.

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5. HOW DO I COLLECT YOUR PERSONAL INFORMATION?

I collect your personal information in several different ways. When you make your first appointment, I will collect your personal, medical and demographic information via your booking and intake form. During the course of providing naturopathic health care services, I may collect further personal information such as that listed above in section 3 of this policy. I may also collect your personal information when you visit my website, send me an email or SMS, telephone me, make an online appointment or communicate with me using social media. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:

- your guardian or responsible person
- other involved health care providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services

6. WHEN, WHY AND WITH WHOM DO I SHARE YOUR PERSONAL INFORMATION?

I will only disclose your personal information for the purpose or purposes of consultation with another practitioner or managing my practice (such as using your details to collect payments or send email confirmations) as otherwise permitted by law and with your knowledge. This may include disclosure of information to your doctors or other health professionals or ordering functional testing such as blood, hair, or stool samples. I will only do this with your permission, which you can withdraw at anytime. In the case of insurance or compensation claim it may be necessary to disclose and or collect information that concerns your return to work to an insurer or your employer.

I use client management software, Simple Clinic, along with third party integrations for the purposes of business management, for example accounting and email software. Simple Clinic stores your data in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. I use the website and email platforms Wix and Mailer Lite which may also collect data when you visit my website or interact with an email from me. Instagram and Meta are likely collecting data from you if you interact with my social media profiles. I consult from the clinic Bloom Natural Health Co. Occasionally, you may interact with other practitioners at Bloom Natural Health Co and I use the clinic's shared administrative facilities (e.g. copier and scanner) to handle your information. All staff at Bloom Natural Health Co are bound by the Australian Privacy Principles under the Privacy Act 1988 and adhere to strict confidentiality and patient standards, including those required by national law under the Code of Conduct for Unregistered Health Practitioners made under the Public Health Regulation 2012, Schedule 3.

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With your consent, I will also share your relevant information with online dispensaries for the purpose or purposes of prescribing remedies such as herbs and supplements. You will be advised verbally during our appointment and in writing after our appointment that I have submitted your prescription with an online dispensary service.

7.HOW DO I STORE AND PROTECT YOUR PERSONAL INFORMATION?

I store your information in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

8.HOW CAN YOU ACCESS AND CORRECT YOUR PERSONAL INFORMATION?

You have the right to request access to, and correction of, your personal information. I require you to put your request in writing to hello@amy-simpson.com and I will respond within a reasonable time.

I will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, I will ask you to verify that your personal information is correct and current. You may also request that I correct or update your information, and you should make such requests in writing to hello@amy-simpson.com

9.HOW CAN YOU LODGE A PRIVACY-RELATED COMPLAINT, AND HOW WILL THE COMPLAINT BE HANDLED AT THIS PRACTICE?

I take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to hello@amy-simpson.com. I will reply within 5 business days. You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

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Correct 2026