



Policy

Privacy Policy

This Policy applies to the activities of Whole Food Joy. It explains how I handle personal information and comply with the requirements of:

- the Privacy Act 1988
- the related National Privacy Principles 2001
- the Health Records and Information Privacy Act 2002 No. 71, and
- the Privacy and Personal Information Protection Act 1988 No. 133.

Information I collect

Whole Food Joy collects personal information from clients & prospective clients, suppliers, contractors and health professionals. This information may include your contact details, date of birth, gender, health-related information and communication records. I collect most of this information directly from you on or before your initial session, and sometimes during the coaching process. I only collect information that is needed for a specific purpose.

My use and disclosure of your personal information

I use your personal information in the daily running of my business, e.g.:

- processing payment for services or products you buy from me;
- promotion of new products or services; and/or
- to provide personalized health coaching services

I will only disclose your personal information to a third party when I have your consent to do so, or otherwise:

- required by law; or
- to protect the rights, property or personal safety of another of my clients or any member of the public; or if
- the assets and operations of the business are transferred to another party as a going concern.

If you provide your personal information to me, I will give you the choice to unsubscribe from any email service that delivers further information about special offers, promotions, and changes to my products and services. If you indicate that you do not wish to receive these, I will not contact you further for these purposes. Please allow 28 days for your request to be processed.

Your access to the information I keep about you

You can email me at any time on wholefoodjoy@icloud.com if at any time you want to:

- know exactly what personal information I hold about you (your file will usually be made available to you within 30 days of receipt of your request), or
- change personal information that is inaccurate or out of date, or
- have your personal information deleted (and I will take all reasonable steps to delete it unless I need to keep it for legal reasons (i.e. to avoid breaching the Public Records Act 1973)).



Policy

Privacy Policy

My storage and security of your personal information

Whole Food Joy will endeavour to take all reasonable steps to keep secure any information which I hold about you, and to keep this information accurate and up to date.

These steps include password protection for electronic files or confidential storage for health notes.

Problems or questions

If Whole Food Joy becomes aware of any ongoing concerns or problems concerning my practices, I will take these issues seriously and work to address these concerns.

If you have any further queries relating to this Policy, or you have a problem or complaint, please contact me by email as per the address provided above.

Future changes

Whole Food Joy is growing and may change from time-to-time. As a result, my policies will be reviewed and may be revised from time to time. I therefore reserve the right to amend this Policy at any time, without notice, within the bounds of the relevant Acts mentioned previously in this policy.