Robyn Frank Aromatherapy Privacy Policy

Robyn Frank T/as Robyn Frank Aromatherapy is committed to providing quality services to you and this policy outlines my ongoing obligations to you in respect of how I manage your Personal or Sensitive Information. This policy also outlines how to contact Robyn Frank Aromatherapy if you have any questions regarding the management of your Personal or Sensitive Information.

I have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which I collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au

Robyn Frank T/as Robyn Frank Aromatherapy provides Aromatherapy, Massage and other Complementary Therapy services, primarily to residents of nursing homes. Robyn Frank is a sole trader and does not employ any staff or external contractors to provide health services on her behalf. When working in nursing homes Robyn Frank T/as Robyn Frank Aromatherapy also abides by the privacy policy of the corresponding nursing home.

**What is Personal Information and why do we collect it?**

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including: interviews, correspondence, by telephone and facsimile, by email, and from third parties. I don't guarantee website links or policy of authorised third parties.

Robyn Frank Aromatherapy may collect and record personal and sensitive information about from the clients directly, from their next of kin and from the health records and quality records of the nursing homes where she provides her services, in order to provide safe and effective care.

Robyn Frank T/as Robyn Frank Aromatherapy may collect and record information about communications with the nominated representatives of nursing home clients. At times Robyn Frank T/as Robyn Frank Aromatherapy may contact the clients or client’s NOK and or legal representative regarding services provided via post, telephone, fax, email or SMS. Please advise Robyn Frank if you do not wish for her contact you via any or all of these communications methods.
I collect your Personal Information for the primary purpose of providing my services to clients, and providing information to other health providers, such as nursing home staff. 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 (such as in government audits of nursing homes). You may unsubscribe from receiving correspondence from me (via mail or electronically) at any time by contacting me in writing.

When I collect Personal Information I will, where appropriate and where possible, explain to you why I am collecting the information and how I plan to use it. Please inform Robyn Frank if you do not wish for her to collect or record personal information (including health information).

**Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual’s racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

**Third Parties**

Where reasonable and practicable to do so, I will collect your Personal Information only from you. However, in the case of nursing home clients who wish to use my services with your agreement I will collect with information by third parties to help me provide safe and effective care. In such a case I will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

**Cookies**

My website uses cookies in order to function and analyse website traffic. A cookie is a small file placed in your web browser that collects information about your web browsing behaviour and your IP address. Cookies do not access information stored on your computer or any other personal information (e.g. name, address, email address or telephone number). Cookies may be used by third parties to serve you advertisements on other websites you visit. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings.
Disclosure of Personal Information
Your Personal Information may be disclosed in the following circumstances:
• Third parties where you consent to the use or disclosure; and
• To staff and health care/service providers of nursing homes where my clients reside,
• To government assessors and representatives,
• To insurance companies and legal representatives,
• The guardian, state trustees or the nominated NOK of a nursing home resident,
• Where required or authorised by law.

Disclosure of information outside of Australia
Robyn Frank T/as Robyn Frank Aromatherapy will only disclose personal and sensitive information outside of Australia to the NOK, power of attorney or guardian of residents she provides services to, health service providers of the residents she provides her services to and the staff or service providers of the nursing homes where she provides her services.

Robyn Frank T/as Robyn Frank Aromatherapy will take reasonable steps to ensure that the overseas recipient does not breach the Privacy Act regarding cross-border disclosure of personal information.

Security of Personal Information
Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

Documentation containing personal and sensitive information of my nursing home clients is stored at the nursing homes where my clients reside according to the corresponding nursing home’s privacy policy.

When your Personal Information is no longer needed for the purpose for which it was obtained, reasonable steps are taken to destroy or permanently de-identify your Personal Information. However Health Care Records (personal and sensitive information) stored by Robyn Frank T/as Robyn Frank Aromatherapy are stored securely for a minimum of 7 years.

The Robyn Frank Aromatherapy website is hosted by an Australian hosting service that backs up the website onto a cloud within Australia.
Access to your Personal Information
You may access the Personal Information I have collected about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact me in writing.

Robyn Frank T/as Robyn Frank Aromatherapy will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information you may be required to provide identification before releasing the requested information.

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 practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates
This Policy may change from time to time and is available on request.

Privacy Policy Complaints and Enquiries
If you have any queries or complaints about the Robyn Frank Aromatherapy Privacy Policy please contact me. If the complainant is not satisfied with the investigation or the outcome, they may make a further complaint to the Office of the Australian Information Commissioner.

Further information can be found at http://www.oaic.gov.au/privacy/making-a-privacy-complaint

Contact
You are welcome to contact Robyn Frank Aromatherapy for information on the personal and health information collected during the course of providing services to clients, and how that information is handled. Please contact Robyn Frank Aromatherapy if you have any concerns regarding how your information has been collected and/or handled.

Contact Details
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Mobile 0412 737 309

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