

Confidentiality and Privacy Policy

The Savage Self-Care Coach

Effective date: 1 February 2026

Purpose

This policy outlines how personal and health information is collected, stored, used, and protected by The Savage Self-Care Coach. It applies to all clients engaging in consultations, programs, workshops, or digital educational services.

Collection of Information

Personal and health information is collected only where relevant and necessary for the provision of clinical nutrition services. This may include information provided through intake forms, consultations, program participation, email communication, or other direct interactions.

Information is collected for the purpose of:

- assessing client needs and suitability for services
- providing personalised nutrition and lifestyle guidance
- maintaining accurate records to support continuity of care

Confidentiality

All client information is treated as confidential. Information is not shared with third parties without the client's explicit written consent, except where disclosure is required by law or where there is a serious and imminent risk to the client or others.

Clients may request that relevant information be shared with another healthcare professional, such as a general practitioner or allied health provider, where this supports coordinated care.

Storage and Security of Information

Client records and personal information are stored using secure, password-protected digital systems. Reasonable steps are taken to protect information from unauthorised access, loss, misuse, or disclosure.

Access to client information is restricted to authorised parties only.

Records are retained in accordance with professional guidelines and legal requirements and are disposed of securely when no longer required.

Use of Information

Client information is used solely for the purpose of delivering services and supporting client care. Information is not used for marketing purposes without explicit consent.

De-identified information may be used for reflective practice or service improvement, provided individual clients cannot be identified.

Client Access and Corrections

Clients may request access to their personal information and request corrections where information is inaccurate or incomplete, subject to applicable legal requirements.

Requests for access or correction should be made in writing.

Jurisdiction and Applicable Law

The Savage Self-Care Coach operates under Australian law, including the Privacy Act 1988 (Cth) and the Australian Consumer Law. This applies to all clients, including those residing outside Australia.

Policy Review

This policy may be reviewed and updated periodically to reflect changes in legislation, professional standards, or business operations. The most current version will be made available to clients upon request.

Code of Conduct and Complaints Information

The Savage Self-Care Coach operates in accordance with the Victorian *Code of Conduct for General Health Services* under the *Health Complaints Act 2016 (Vic)*.

Clients have the right to access a copy of this Code and to make a complaint about a health service provider to the Health Complaints Commissioner (Victoria).

Information about the Code of Conduct and how to make a complaint is made available to clients upon request and will be accessible through client onboarding materials and business communication channels.