Privacy Policy

Pure Health Integrative Practice
Last Updated: October 2026

1. Introduction

Pure Health Integrative Practice ("we", "us", "our") is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, store, disclose, and protect your personal and health information when providing herbal medicine, naturopathic, and integrative health services.

Pure Health Integrative Practice provides consultations via telehealth and, where applicable, face-to-face consultations from The WellHaus Health & Wellness Hub in Warrnambool.

By engaging our services or using our website, you consent to the collection and use of your information in accordance with this Privacy Policy.

2. Contact Details

Pure Health Integrative Practice
1153 Warrnambool-Caramut Road
Winslow VIC 3281
Australia

Email: purehealthintegrativepractice@gmail.com
Phone: 0405 770 148
Website: www.purehealthintegrativepractice.com.au

Face-to-face consultations are provided at:

The WellHaus Health & Wellness Hub
56 Kepler St
Warrnambool VIC 3280
Australia

3. What Information We Collect

We may collect personal information including:

- Full name
- Date of birth
- Address

- Email address
- Phone number
- Appointment and booking information

We may also collect sensitive health information including:

- Medical history
- Current symptoms and health concerns
- Medications and supplements
- Pathology and diagnostic test results
- Lifestyle and dietary information
- Family health history
- Practitioner clinical notes and treatment plans

For patients under 18 years of age, we collect information from a parent or legal guardian.

4. How We Collect Information

We collect personal information directly from you through:

- Initial intake forms
- Health questionnaires
- Telehealth consultations
- Face-to-face consultations
- Email correspondence
- Appointment bookings made through Cliniko
- Test results provided by you
- Information provided by other healthcare practitioners (with your consent)

We use **Cliniko** to manage appointment bookings and related administrative information for both telehealth and face-to-face consultations.

We may also receive information from third parties where you have authorised disclosure.

5. Why We Collect Your Information

We collect your information to:

- Provide herbal medicine and integrative health services
- Assess and manage your health concerns
- Develop individualised treatment plans
- Arrange pathology and functional testing
- Recommend supplements and therapeutic products
- Schedule and manage appointments
- Communicate with you regarding appointments and treatment
- Maintain accurate clinical records
- Meet legal and professional obligations

6. Disclosure of Information

Your personal and health information is treated as confidential and will not be disclosed without your consent, except where required or authorised by law.

With your consent, we may disclose information to:

- General practitioners
- Medical specialists
- Allied health practitioners
- Pathology laboratories
- Functional testing providers
- Supplement and dispensary services

Including (but not limited to):

- Nutripath
- Microba
- Australian Clinical Labs
- Instant Scripts
- Vital.ly
- Natural Scripts

Only information necessary for your care will be shared.

We may also use third-party service providers to support the operation of the practice, including appointment booking and telehealth services. These providers may collect or

process personal information on our behalf in accordance with their own privacy policies and applicable privacy requirements.

7. Telehealth and Face-to-Face Services

Pure Health Integrative Practice continues to provide telehealth consultations, which are conducted from our home-based practice using Zoom or other secure communication platforms.

Face-to-face consultations are also available at **The WellHaus Health & Wellness Hub, 56 Kepler St, Warrnambool VIC 3280**, on designated consultation days.

While reasonable steps are taken to protect your information, electronic communication and online consultations carry inherent risks outside of our control. By participating in telehealth consultations, you acknowledge and accept these risks and agree to attend consultations from a private and secure environment where possible.

Face-to-face consultations are conducted in a professional consultation environment at The WellHaus Health & Wellness Hub. Your clinical information remains confidential and is managed by Pure Health Integrative Practice in accordance with this Privacy Policy.

8. Storage and Security of Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Patient records are stored electronically on password-protected systems and may be backed up using secure cloud-based storage services, including Microsoft OneDrive.

Appointment and booking information is managed through **Cliniko**, which is used by Pure Health Integrative Practice for both telehealth and face-to-face appointment bookings.

Access to patient records is restricted to authorised personnel only (sole practitioner access).

While we implement strong security measures, no electronic system is completely secure, and we cannot guarantee absolute protection of information transmitted or stored digitally.

9. Appointment Reminders and Communication

We may contact you via email regarding:

- Appointment confirmations and reminders
- Clinical follow-up information

- Test requests and results
- Administrative or treatment-related communication

Appointment information and reminders may be managed through **Cliniko**, our appointment booking and practice management system.

You may request changes to your communication preferences at any time.

10. Website Privacy and Cookies

When you visit our website, we may collect basic technical information such as:

- IP address
- Browser type
- Device information
- Pages visited and website usage data

This information is used to improve website performance and user experience.

Our website may use cookies or similar technologies. You can disable cookies through your browser settings if preferred.

11. Access and Correction

You may request access to the personal information we hold about you.

If you believe your information is inaccurate, incomplete, or outdated, you may request correction.

Requests should be made in writing to:

purehealthintegrativepractice@gmail.com

We will respond within a reasonable timeframe in accordance with Australian law.

12. Retention of Records

We retain patient records in accordance with legal and professional requirements.

Generally:

- Adult records are retained for a minimum of 7 years from the last consultation
- Records for children are retained until the patient reaches adulthood plus the required retention period

13. Complaints

If you have concerns about how your personal information has been handled, please contact us in writing.

We will investigate and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

14. Changes to This Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation, technology, or business practices.

The most current version will always be available on our website.

15. Contact Us

For any questions about this Privacy Policy or how your information is handled, please contact:

Pure Health Integrative Practice
Email: purehealthintegrativepractice@gmail.com
Phone: 0405 770 148
Address: 1153 Warrnambool-Caramut Road, Winslow VIC 3281