

Privacy Policy - Healthy Futures After GDM

Overview

Healthy Futures After GDM ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our services, website, or interact with our programs.

Information We Collect

Personal Information

We collect information that you provide to us directly, including:

- Name, email address, and phone number
- Date of birth and age

Automatically Collected Information

When you visit our website or use our services, we may automatically collect:

- Device and browser information
- IP address and location data
- Website usage data and cookies

How We Use Your Information

We use your personal information to:

- Provide healthcare services and program delivery
- Communicate with you about appointments, program updates, and health
- Improve our services and develop new programs
- Comply with legal obligations and professional standards
- Send marketing communications (with your consent)

Information Sharing and Disclosure

We may share your information with:

Healthcare Providers: Your information is shared among the healthcare professionals involved in your care within the Healthy Futures Individual Insight Program (Nurse Practitioner, Diabetes Educator, Dietitian).

Service Providers: Third-party service providers who assist with payment processing, appointment scheduling, technology platforms, and other business operations.

Legal Requirements: When required by law, court order, or to protect our rights and safety.

With Your Consent: We may share information for purposes you have specifically authorized.

We do NOT sell your personal information to third parties.

Data Security

We implement appropriate technical and organizational measures to protect your personal information, including:

- Secure storage systems
- Encryption of sensitive data
- Access controls and authentication
- Regular security assessments

However, no method of transmission over the internet is 100% secure. We cannot guarantee absolute security of your information.

Your Rights

Under Australian privacy law, you have the right to:

- **Access** your personal information
- **Correct** inaccurate or incomplete information
- **Request deletion** of your information (subject to legal and professional obligations)
- **Withdraw consent** for marketing communications
- **Lodge a complaint** with the Office of the Australian Information Commissioner (OAIC)

To exercise these rights, contact us using the details below.

Health Information

Your health information is protected under Australian privacy laws, including the Privacy Act 1988 and Australian Privacy Principles (APPs). We handle your health information with the highest level of care and confidentiality in accordance with these laws and professional healthcare standards.

Cookies and Tracking

Our website uses cookies and similar technologies to:

- Remember your preferences
- Analyse website traffic and usage
- Improve user experience

You can control cookies through your browser settings. Disabling cookies may affect website functionality.

Third-Party Links

Our website or communications may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to review their privacy policies.

Children's Privacy

Our services are designed for adults aged 18 and over. We do not knowingly collect information from children under 18.

Retention of Information

We retain your personal information for as long as necessary to:

- Provide our services to you
- Comply with legal and professional obligations (healthcare records are retained for 7 years as required by law)
- Resolve disputes and enforce agreements

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of significant changes by:

- Posting the updated policy on our website

Continued use of our services after changes constitutes acceptance of the updated policy.

Contact Us

If you have questions, concerns, or wish to exercise your privacy rights, please contact us:

Healthy Futures After GDM

Email: healthyfuturesaftergdmaust@gmail.com

To lodge a complaint about privacy:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au

Phone: 1300 363 992

Professional Registration

Our healthcare professionals are registered with the Australian Health Practitioner Regulation Agency (AHPRA) and comply with relevant professional codes of conduct and privacy obligations.

Consent

By using our services, enrolling in our programs, or providing us with your personal information, you consent to the collection, use, and disclosure of your information as described in this Privacy Policy.

This privacy policy was last updated on November 14, 2025.