

Melissa Laity Nutrition

Privacy Policy | Effective Date: 26/08/2026 (replaces the version dated 04/09/2025)

Melissa Laity Nutrition ("we", "us", "our") provides clinical nutrition services, including one-on-one consultations, the Foundations and Complete Journey packages, the GLP-1 Reset Program, the Integrative Health Consult, the Body Composition Package delivered in partnership with Melbourne Sports and Aquatic Centre (MSAC), and related programs, quizzes, and resources (together, our "Services"). This policy explains how we collect, use, store, and disclose personal information across all of our Services, in line with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and the Health Records Act 2001 (Vic).

1. Personal Information We Collect

Depending on which Service you use, we may collect:

- Name, email address, phone number, and postal address
- Health information relevant to your program, including medical history, current medications (including GLP-1 medications where relevant), body composition and BIA scan results, dietary history, and goals
- Payment details, processed securely via Podia, Stripe, or PayPal (we do not store full card details ourselves)
- Responses to quizzes, forms, surveys, or assessments, including our "Find Your Metabolic Roadblock" quiz
- Communication preferences and correspondence you send us

We collect this information when you sign up for a program or package, complete an intake form, quiz, survey, or assessment, book or attend a consultation (including through MSAC), or contact us by email or social media.

2. Health Information Is Sensitive Information

Health information is classified as "sensitive information" under the Privacy Act and is subject to a higher standard of protection than other personal information. We only collect health information with your express consent, such as when you complete an intake form, book a consultation, or undergo a body composition or BIA scan, and only to the extent reasonably necessary to deliver the relevant Service. You may withdraw consent at any time by contacting us, though this may limit our ability to continue providing certain Services.

3. How We Use Your Information

We use your information to:

- Deliver the program or package you have enrolled in, including personalised nutrition advice and progress tracking
- Coordinate care with GPs, allied health practitioners, and fitness professionals where you have asked us to do so
- Process payments and manage billing
- Communicate updates, program changes, or relevant offers

- Improve our program content, quiz logic, and client experience
- Respond to questions or support requests

4. Platforms and Third-Party Service Providers

We use the following third-party platforms to help deliver our Services. Each provider only receives the information needed to perform its function:

- Podia – program delivery and payment processing
- Wix – website hosting, contact forms, and email capture/automation
- Interact – our quiz tool, including "Find Your Metabolic Roadblock"
- Stripe and PayPal – payment processing
- Email service providers – sending programme and marketing communications
- Melbourne Sports and Aquatic Centre (MSAC) – where you access the Body Composition Package, limited information (such as BIA scan results and booking details) is shared with MSAC staff involved in your care

Some of these providers may store or process personal information on servers located outside Australia (for example, in the United States). Where this occurs, we take reasonable steps to ensure the provider is subject to privacy obligations similar to those under Australian law before sharing your information with them.

5. Disclosure to Third Parties

We do not sell or trade your personal information. We may share information:

- With the service providers listed above, solely to deliver our Services
- With other practitioners involved in your care, where you have consented to this
- If required or authorised by law, or to protect the safety of any person
- With your consent, for any other purpose

6. Storage and Security

Your information is stored securely across the platforms listed in Section 4 and on our own secure devices and records. Access is restricted to authorised personnel only. We implement reasonable technical and organisational measures, including secure passwords and restricted access, to protect your information from misuse, interference, and loss, and from unauthorised access, modification, or disclosure.

7. Retention

We retain health records in line with the Health Records Act 2001 (Vic), which generally requires health information about an adult client to be kept for a minimum of 7 years from the date of your last consultation, and until a client who was a minor at the time of treatment turns 25. Other personal information is retained only as long as necessary for the purpose it was collected, to meet legal obligations, or for legitimate business purposes, after which it is securely deleted or de-identified.

8. Access and Correction

You may request access to the personal information we hold about you, or ask us to correct it, by contacting melissa@melissalaity.com.au. We will respond within a reasonable timeframe and will only refuse a request where permitted by law, in which case we will explain why.

9. Cookies and Tracking

Our website may use cookies or similar tracking tools for analytics, marketing, and improving user experience. You can manage or disable cookies through your browser settings, though this may affect some site functionality.

10. Complaints

If you have a concern about how we have handled your personal information, please contact us at melissa@melissalaity.com.au and 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) at www.oaic.gov.au or 1300 363 992.

11. Changes to This Privacy Policy

We may update this policy from time to time to reflect changes in our Services or in privacy law. The current version will always be available at www.melissalaity.com.au and will show its effective date.

12. Contact

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