

Nourish and Nurture – Privacy Policy

Last updated: 10 March 2026

This Privacy Policy explains how Nourish and Nurture collects, uses, stores, and protects personal and health information in accordance with the Privacy Act 2020 and the Health Information Privacy Code (HIPC) 2020.

If you have any questions, please contact us at: hello@nourishnurture.com or +64 22 315 0932.

1. Types of Information We Collect

We may collect the following categories of information as part of providing feeding, lactation, or speech-language therapy services:

Personal Identifiers

- Client name, date of birth
- Contact information (address, phone number, email)
- Next of kin details

Health Information

- GP or healthcare provider information
- Pregnancy, birth, medical, and developmental history
- Feeding and clinical history
- Records related to assessment or intervention
- Emails, text messages, audio or video files relevant to assessment

Education Information (where relevant)

- Daycare/school details
- Reports, progress notes, Individual Education Plans (IEPs)

Administrative Information

- Appointment details
- Accident or incident forms

Financial Information

- Payment records, invoices, receipts
- Name and address of bill payer

Website Enquiries

- Contact information provided through enquiry forms
- Newsletter sign-ups
- Purchase information

If an enquiry does not result in an appointment, the information will be deleted.

2. How We Collect Personal Information



Most information is provided directly by you (or a parent/guardian for clients under 16). We may also receive information—with your consent—from:

- Healthcare professionals
- Allied health providers
- Daycares or schools

We collect this information for purposes related to assessment, intervention, education, and administration.

3. Why We Collect & Use Information

We use your information to:

- Provide high-quality assessment, therapy, and lactation services
- Tailor interventions and education to your individual needs
- Contact you about care, appointments, or follow-ups
- Maintain clinical records, audits, or service quality reviews (always de-identified)
- Meet legal, regulatory, or professional requirements
- Process payments and maintain financial records

We may share information only with your consent, except where legally required. Permitted sharing may include:

- Healthcare providers involved in your care
- Educational staff where relevant
- Our accountant (financial information only)
- Researchers or educators (only with explicit written consent)

We may disclose information without consent only if required by New Zealand law, including where necessary to:

- Prevent or lessen a serious threat to life or safety
- Assist law enforcement under lawful request

4. How We Store & Protect Information

We comply with HIPC Rule 5 (Storage and Security). Procedures include:

Electronic Records

- Stored in a secure practice management system compliant with NZ privacy requirements
- Cloud storage protected by strong passwords
- Password-protected documents
- Audio/video files deleted after clinical use unless consent is given for training
- Newsletter email addresses securely stored and deleted upon unsubscribe

Paper Records

- Minimised where possible
- Stored in a locked cabinet at the private home office of Grace Murphy
- Scanned into secure electronic systems where appropriate and then securely destroyed

5. Data Retention

The Health (Retention of Health Information) Regulations require that:

- All health records must be retained for 10 years from the last date of service.
 - Financial records must be retained for at least 7 years under the Tax Administration Act.
- If litigation or investigation is reasonably likely, records may be held longer.

6. Your Rights

Under the Privacy Act 2020 and HIPC 2020, you have the right to:

- Access your personal or health information
- Request corrections to inaccurate or incomplete information
- Request restrictions on how your information is disclosed

Requests can be made by contacting us directly.

7. Contact & Complaints

If you have concerns about your privacy:

- Contact us at hello@nourishnurture.com
- You may also contact the Office of the Privacy Commissioner: www.privacy.org.nz