

Disclaimer

Welcome to **Xylem and Floe: Naturopathic care guided by nature, grounded in science™**.

The websites **xylemandfloe.com** and **xylemandfloe.com.au** are owned and operated by Nicola Marsh, trading as Xylem and Floe (ABN 85 849 629 225), Brisbane, Australia.

By using this website or engaging in naturopathic services with Xylem and Floe, you agree to the terms outlined below.

What we do

Xylem and Floe are a naturopathic practice offering personalised, holistic health support. Services are provided in accordance with the Queensland Code of Conduct for Health Practitioners.

[National-code-of-conduct-qld.pdf](#)

A naturopathic consultation may include:

- A comprehensive review of your health history and current concerns.
- Exploration of lifestyle, nutrition, stress, sleep, and environmental factors
- Education and supportive naturopathic strategies
- Where appropriate, recommend nutritional supplements, extemporaneous dispensing, functional testing, or referral to another health professional

The role of Xylem and Floe is to educate, support, and provide evidence-informed naturopathic care. I do not replace your GP or medical specialist, and I encourage ongoing medical care where needed. Naturopathic care is designed to complement, not substitute, conventional medical treatment.

Your role as a client

Your active participation is essential to safe and effective care. By engaging with Xylem and Floe, you agree to:

- Provide accurate, complete, and honest information about your health
- Inform me of any diagnoses, medications, supplements, or changes to your health status
- Ask questions if anything is unclear
- Make informed choices about whether recommendations feel appropriate for you

Healthcare works best as a partnership, and your autonomy is always respected.

Informed Consent

By booking and attending a consultation with Xylem and Floe, you acknowledge that:

- You understand the nature and scope of naturopathic services provided
- You understand that individual responses vary and outcomes cannot be guaranteed
- You have the opportunity to ask questions and receive clear explanations

- You consent to receiving naturopathic care based on shared decision-making
- Consent is ongoing and can be withdrawn at any time.

I strongly support collaborative care. With your consent, I am happy to liaise with your GP or other registered health professionals to help ensure your care remains coordinated, ethical, and safe.

Privacy Policy

At Xylem and Floe, your privacy matters. This policy explains how your personal information is collected, used, stored, and protected, in a clear and respectful way.

I am committed to handling your information in accordance with the **Privacy Act 1988 (Cth)** and the Australian Privacy Principles (APPs). Health information is classified as *sensitive information* under Australian law and is treated with additional care and confidentiality.

What information I collect

To provide safe and appropriate naturopathic care, I may collect:

- Your name, contact details, and date of birth
- Health information you choose to share (including medical history, symptoms, test results, medications, and supplements)
- Appointment details and consultation notes
- Payment and billing information

Only information reasonably necessary for your care and business operations is collected.

How your information is collected

Your information may be collected when you:

- Book an appointment
- Complete intake or consent forms
- Attend a consultation (in person or online)
- Communicate via email, phone, or secure messaging
- Provide pathology or test results

Where possible, information is collected directly from you.

Records are retained only for as long as required by legal, ethical, and professional obligations.

Why your information is used

Your information is used only for purposes directly related to your care, including:

- Providing naturopathic services
- Supporting continuity and safety of care

- Communicating about appointments or follow-ups
- Managing billing and professional record-keeping obligations

Your information will not be used for marketing purposes without your explicit consent.

Storage and security

Your information is stored securely using appropriate physical, electronic, and administrative safeguards to protect against misuse, loss, unauthorised access, or disclosure.

Third-Party Services

Xylem and Floe use secure third-party platforms to operate this practice, including:

- **SimpleClinic** (practice management and health records, including AI-assisted clinical documentation)
- **Wix** (website hosting)

These providers operate under their own privacy and security policies. Reasonable steps are taken to ensure they meet appropriate data protection standards.

Sharing your information

Your personal information is not shared unless:

- You have provided consent (for example, to collaborate with your GP or another practitioner)
- It is required by law
- There is a serious and imminent risk to your health or safety

Where information is disclosed, only what is reasonably necessary will be shared.

Accessing and Correcting your information

You have the right to:

- Request access to your personal information
- Request corrections of inaccurate, incomplete, or outdated information

Requests may be made in writing, and reasonable steps will be taken to respond promptly.

Questions or concerns

If you have questions about this Privacy Policy or concerns about how your information has been handled, you are encouraged to contact Xylem and Floe directly so the matter can be addressed respectfully and promptly.

Email: Info@xylemandfloe.com

Instagram: @Xylem_and_Floe

About Nicola Marsh

Nicola Marsh holds the following qualifications:

- BHSc (Naturopathy), Endeavour College of Natural Health (2026)
- Graduate Certificate in Breast Imaging, University of South Australia (2013)
- Diploma of Interior Design, Canberra Institute of Technology (2006)
- Diploma of Medical Radiation Technology, NZ Conjoint Board (1991)

Memberships, Licencing, and Professional Associations

- Australian Natural Therapies Association (ANTA)
- Naturopaths and Herbalists Association of Australia (NHAA)
- Australian Society of Medical Imaging and Radiation Therapy (ASMIRT)
- Australian Sonographer Accreditation Registry (ASAR)
- Australian Health Practitioner Regulatory Agency (AHPRA)
- Radiation Health QLD.

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