

Occuhealth

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Privacy Policy

Purpose:

Occuhealth is committed to provide quality services and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We abide by the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act) in relation to collection and use of personal information and comply with other applicable laws protecting privacy including State and Territory health information legislation.

Scope:

This Privacy Policy describes how your privacy is respected and protected in accordance with the Australian Privacy Principles (APP). The Policy applies to all stakeholders, employees, consultants and contractors of Occuhealth and covers all information collected and/or disseminated by Occuhealth, including information obtained via electronic devices (e.g. computer, mobile phone or other consumer electronic device) used to access our services.

Occuhealth Pty Ltd operates in accordance with:

- The Privacy Act 1988 (Commonwealth)
- The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act)
- State Records Act 2000 Western Australia
- Health Privacy Principles under State Legislation

The Privacy Act 1988 incorporates 13 Australian Privacy Principles (APPs) that impose compliance obligations on private and public sector organisations in relation to the management of personal and sensitive information held by them. The following company privacy policy is based upon these principles.

Definition:

APPs means the Australian Privacy Principles in the Privacy Act 1988 (Cwth).

Health information means information or an opinion about your health or any disability you may have. Your expressed wishes about the future provision of health services to you, other personal information collected to provide or in providing a health service to you.

Health Service means any activity involving the assessing and recording of your health.

Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

Personal information includes sensitive information.

Sensitive information means information or an opinion about your racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record or health information.

“We”, “our”, “us” means Occuhealth Pty Ltd ACN 20 085 610 386.

“You” means any person whose personal information we collect.

Collecting and dealing with your personal information

Your personal information (including sensitive information) will be collected by us.

Unless one of the limited exemptions under the Privacy Act applies, we will only collect your sensitive information if you consent to such collection and if such sensitive information is reasonably necessary for one or more of our functions or activities.

We will, if it is reasonable or practicable to do so, collect your personal information from you. In some cases, we will collect your personal information from others, such as your employer.

What is personal information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information Occuhealth collects includes (but is not limited to):

- Your name, address, date of birth, email and contact details
- credit or debit card details
- employment status
- work history (technical reporting)

This Personal Information is obtained in many ways including interviews, correspondence, by telephone email, and via our website www.occuhealth.com.au

We collect your Personal Information for the primary purpose of providing a service, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure (*Where applicable, you may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.*)

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

We may collect, hold, use and disclose your personal information for the following purposes;

- Health Information. It is the policy of this company to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff or client authorised personnel.
- We may be legally bound to disclose your information in certain situations such as for defence purposes and reporting communicable diseases. Records must also be disclosed under court orders.
- Your employer or prospective employer.
- Any person you consent to receiving the information.
- WorkCover WA and other insurers in relation to employee claims.
- Anyone included in a transfer of all or part of our assets or business.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Access and correction of your information

Subject to the exceptions set out in the Privacy Act, you may seek access to and correction of the personal information which we hold about you in accordance with our access policy. If a fee is charged for providing access, you will be advised of the cost in advance.

- Under Australia's privacy legislation, you have the right to access your information.
- You do not need to give a reason for the request; however, the request is required in writing.
- You can ask to view your information or have a copy of all, or part, of your records.
- Photo ID will be required to access your information.
- There are some circumstances, such as for legal reasons, where access to your information will be denied, but this is the case, you will be advised of the reason.

Data quality and security of your Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

- It is the policy of this company to maintain accurate, up-to-date and complete records. You can help us in the task by informing us of any changes to name and contact details.
- Your information may be stored on paper and/or electronic formats. All reasonable steps are taken to ensure all records are kept secure from: loss, unauthorised access, modification or disclosure.
- In the unlikely circumstance of a breach, the company will advise you at the first reasonable opportunity upon discovering or being advised of such a security breach. This will occur if your personal information is lost, stolen, accessed, used, disclosed, copied, modified, or disposed of by any unauthorised persons or in any unauthorised manner.
- Your information will be kept for at least as long after your last attendance as is legally necessary or required for administrative purposes. If your information is no longer needed after this time, it will be destroyed in a secure manner.

Policy Updates

We reserve the right to change this policy at any time. The Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments.

Privacy Policy Complaints and Enquiries

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, please contact our Privacy Contact Officer.

You may lodge your complaint in writing. Any complaint will be investigated by the Privacy Contact Officer and you will be notified of the making of a decision in relation to your complaint as soon as is practicable after it has been made, usually within 30 days.

Privacy Contact Officer

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