

OCCUHEALTH MEDICAL PRIVACY POLICY

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.

Privacy Policy

To provide a quality health care service, this company collects information about its patients. Our practice is committed to best practice in relation to the management of information we collect. This company has developed a policy to protect patient privacy in compliance with privacy legislation. Our policy is to inform you of:

- Collection and use of your information;
- Disclosure of your information;
- Data quality and security of your information;
- Access and correction of your information;
- Privacy complaint process;
- whether we are likely to disclose personal information to overseas recipients;
- Policy updates

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 ethical 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 to provide (as appropriate):

- (a) Health Surveillance medicals;
- (b) Work fitness assessments medicals;
- (c) Drug and alcohol screening;
- (d) Onsite medical services;

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.

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COLLECTION AND USE OF YOUR INFORMATION

Sensitive information such as your current and previous medical conditions and family health history are necessary to provide an accurate assessment.

The type of information we may collect and hold includes personal information about:

- Your name, address, date of birth, email and contact details
- Your health information questionnaire and other sensitive information
- credit or debit card details
- previous employment history
- occupational health history
- Medical records or other information we consider necessary to provide our services to you.

DISCLOSURE OF YOUR INFORMATION

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

- Your medical record is a confidential document. 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.
- We may be legally bound to disclose your information in certain situations such as for medical defence purposes and reporting communicable diseases. Records must also be disclosed under court orders.
- Children and other dependant relatives also have the right to privacy of their health information. Access by other individuals (e.g. Parents, guardians, carers etc.) will be determined by medical and legal privacy requirements and each request for access will be addressed individually.
- Your employer or prospective employer.
- Any person you consent to receiving the information.
- Work cover and other insurers in relation to employee claims.
- Anyone included in a transfer of all or part of our assets or business.

DATA QUALITY AND SECURITY OF YOUR 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.

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- 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.

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.

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 COMPLAINT PROCESS

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 Officer.

You may lodge your complaint in writing. Any complaint will be investigated by the Privacy 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.

Contact:

Privacy Contact Officer
Occuhealth Pty Ltd
PO Box 605
Mandurah WA 6210
Phone: (+618) 9537 5700

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