

POLICY / PROCEDURE TITLE:

PRIVACY POLICY

POLICY

Nabenet is committed to protecting the privacy of clients' personal and sensitive (health) information. This policy outlines our obligations in regards to how we collect, use, disclose, store, secure and dispose of personal and sensitive information.

We are bound by the Privacy Act 1988 (Cth), and the Health Records Act 2001 (Vic) regarding the manner in which we handle personal and health information.

<p>What is personal and sensitive information and why do we collect it?</p>	<p>Personal information is information or an opinion about an individual whose identity is apparent.</p> <p>Examples of personal information we collect include names, addresses, email addresses, phone and facsimile numbers. This personal information may be obtained in many ways, including via written referral from the WorkCover Agent or employer, or at the time of assessment interview, worksite meetings or subsequent meetings, as well as by correspondence, telephone, facsimile or email.</p> <p>Nabenet also collects sensitive information as defined in the Privacy Act, including health information and medical opinion, details of such things as an individual's racial or ethnic origin, and membership of a trade union.</p> <p>Nabenet collect personal and sensitive information for the primary purpose of providing occupational rehabilitation services and to provide information to stakeholders including the employer, WorkCover Agent and treating medical practitioners. We may also use personal information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.</p> <p>When we collect personal and health information we will, where appropriate and where possible, explain why the information is being collected and how we plan to use it.</p> <p>We collect health information lawfully, fairly and not in an unreasonably intrusive way.</p>
<p>Type of information held</p>	<p>Information is held about a person if it is relevant to effectively provide occupational rehabilitation services.</p> <p>Prior to assessment by Nabenet, information may be forwarded to us by the Agent or employer, including:</p> <ul style="list-style-type: none"> • The worker's name, address, phone number, email address, date of birth, date of injury, nature of injury/ condition, and employment details • Relevant medical information, reports or opinion regarding the relevant injury/ condition • Information regarding any issues/ difficulties concerning recovery, employment status or return to work <p>At the time of assessment, Nabenet will obtain additional personal and sensitive information including health information from the worker as required to provide occupational rehabilitation services. Subsequent to the initial assessment, further details of health information pertaining to the relevant injury/ condition may be</p>

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How we hold your information	collected from treating medical practitioners, only with the worker's expressed consent. With this consent, further sensitive information may be sought from all relevant parties, including the worker, employer, treating medical practitioners, independent medical examiners and WorkCover Agent for the duration of Nabenet's involvement in relation to the relevant injury.
How we secure your information	Nabenet holds personal and sensitive information in either hardcopy or electronic form, or both. We hold all hardcopy and electronic records of personal and sensitive information in a secure manner to ensure it is protected from unauthorised access, modification or disclosure. Our staff follow strict information handling procedures and we only permit those staff whose tasks require use of your information to access it. The hardcopy of this information is kept in a file, which is usually stored within Nabenet's locked offices. When required to be taken offsite, staff maintain this file on their person, or in a locked residence or vehicle. Only Nabenet staff have access to the electronic database, as protected by a secure password login. We are required to keep this information for a period of 7 years following the last consultation with Nabenet, following which this information is destroyed.
How we disclose your information	Personal information may be disclosed to the WorkCover Agent. Sensitive information including health information may be disclosed to parties including the employer, WorkCover Agent, treating medical practitioners and regulator where you have consented to the use or disclosure, or where we are required or authorised by law.
Your right to lodge a complaint	If you are not satisfied with how we have handled your personal information, you are entitled to lodge a complaint with the Federal Privacy Commissioner. Information regarding how to lodge a complaint is available from the Commissioner's website at www.privacy.gov.au or by ringing the Commissioner's information line on 1300 363 992. However, before investigating a complaint, the Commissioner is legally required to be satisfied that you have first expressed your concern to us to afford us an opportunity to resolve the complaint directly, unless it is inappropriate for you to do so. You may lodge a complaint with our Privacy Officer either by mail at PO Box 394, North Melbourne 3051, by telephone on (03) 9329 3898, or by email to lauramatthews@nabenet.com.au . We will inform you of who will handle your complaint and you may contact our Privacy Officer to enquire about its stage of progress at any time. We will endeavour to ensure that your complaint is resolved to your satisfaction.
Your right of access	You may request access to your personal information at any time by sending a written request to our Privacy Officer either by mail at PO Box 394, North Melbourne 3051, by facsimile on (03) 9329 0656, or by email to lauramatthews@nabenet.com.au . In your request, please state you would like to obtain access. For example, you may wish to be sent a photocopy or an electronic version of your information. You do not need to provide a reason for your request. Once our Privacy Officer has verified your identity, your request will be processed to enable access to be provided to you in an appropriate manner within 14 days. We may charge a fee for providing access if it requires a significant amount of time to locate your information or to collate or present it in an appropriate form. Our Privacy

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You may correct your information	<p>Officer will follow up your request to ensure that the level of access with which you have been provided is to your satisfaction.</p> <p>In rare circumstances, and only where it is permitted under the Health Records Act 2001 (Vic), we may not be able to provide you with access to your information; for example, where it is reasonably believed that it would pose a serious threat to the life or health of any individual; where health information is confidential to the extent that it was provided in confidence by a person other than the individual concerned, and with a request that it not be communicated to the individual; where it would have an unreasonable impact on the privacy of other individuals; where it relates to existing legal proceedings; where it would prejudice negotiations we are engaged in with the individual concerned (other than in relation to providing occupational rehabilitation); where it is required or authorised under law; where it would be likely to prejudice an investigation of possible unlawful activity; or where it would reveal commercially sensitive decision-making information.</p> <p>Nabenet takes reasonable steps to ensure that personal and health information it collects, uses, holds or discloses is accurate, complete, up to date and relevant to its functions.</p> <p>If your personal or health information is out of date or incorrect, you may inform us of this and we will correct it for you. In the unlikely event that we disagree about the accuracy of the information and are unable to change it, you may provide us with a statement indicating that you dispute its accuracy and we will associate the statement with your information/ report in such a manner that it will be brought to the attention of each person who uses the information.</p>
Marketing information	<p>In relation to employers and WorkCover Agents, we may send promotional information about other services we believe may be of interest. However, should you not wish to receive such material, please inform our Privacy Officer by either mail at PO Box 394, North Melbourne 3051, by facsimile on (03) 9329 0656, or by email to lauramatthews@nabenet.com.au, and we'll ensure that your name is removed from our mailing list.</p>
Transfer of information outside of Australia	<p>We will not transfer your personal or health information outside of Australia unless it is to you, or to one of your authorised representatives, or it is with your express consent.</p>
We may need to change our privacy policy from time to time	<p>Due to changing business circumstances, we may need to change our privacy policy from time to time. If we do, we will endeavour to ensure that your overall level of privacy protection is not diminished and will publish the changes on our website. Any actions that we have taken before the change will continue to be regulated by the privacy policy that existed before the changes were made.</p>
Further information	<p>We are happy to provide you with further information regarding your privacy. If you have any queries or requests in this respect, please contact our Privacy Officer either by mail at PO Box 394, North Melbourne 3051, by telephone on (03) 9329 3898, or by email to lauramatthews@nabenet.com.au.</p>

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SOURCE/REFERENCES

- Presidian Legal Publications, 2009
- Privacy Act 1988
- Health Records Act (Victoria) 2001

CONTROLLED DOCUMENT