



**InMotion Group**  
Kids InMotion | Life InMotion | InMotion Rehab | InMotion Disability

# Privacy Policy

InMotion Group employees (including contractors) are covered by the 13 Australian Privacy Principles (APPs), as set out in the Privacy Act 1988. We are sensitive to the privacy of individuals and treat very seriously the ongoing trust you have placed in us.

InMotion Group employees are committed to protecting the privacy of personal and health information of all people who access our services. This Privacy Policy embodies this commitment. The policy supports the businesses need for collection of, use, disclosure, storage and maintenance of information that is necessary for its services and functions. InMotion Group recognises the right of individuals to access their information from time to time as well.

## **What constitutes personal information**

Personal information is any recorded information whereby your identity may be ascertained. The personal information collected and maintained by InMotion Group comprises your name, date of birth, address and contact details. We may also collect sensitive information which could include information specific to your injury, health and/ or disability and to the services being provided to you.

## **The Primary Purpose of Collecting your information**

The primary purpose of collecting your information is to provide you with the requested services.

We may also use your personal information to advise you of services that we offer in which you might be interested. If the personal information is not provided by you we may be unable to provide you or the party that has engaged us with the requested services. If the InMotion Group service relates to a claim for a compensable injury or services funded by the NDIS we require written consent to collect this information. Consent may be collected from you via your NDIS Service Agreement, a claim form or on a separate consent form InMotion Group requests you to sign.

## **The Use and Storage of Your Information**

To effectively assist you and to enable us to provide the services we are requested to deliver, we may collect and disclose information with the following parties:

- yourself;
- the person/company referring you to InMotion Group;
- and any other third party associated with the service being provided to you (eg nominated treating doctor; other treating practitioner; Support Coordinator, employer representative; union representative and so on).

Note: This will be dependent on the nature of the service provided to you. Your personal information will not be used or disclosed to any third party other than for its intended primary purpose or for administrative purposes, without your prior knowledge or consent. In exceptional circumstances such as legal reasons, serious threat to life or the health and safety of an individual your personal information may be disclosed. From time to time, we may also be obliged to provide some de-identified information as part of an audit process for NDIS or SIRA.

## **Data Security, Storage and Maintenance**

InMotion Group ensures that your personal, private and sensitive information is stored securely and is only accessible to authorised employees.

## **Access and Correction of your personal information**

InMotion Group aims to ensure that your personal information is accurate, up to date and complete at all times. You have the right of access to, and alteration of your personal information concerning yourself in accordance with the Privacy Act 1988.

A request can be made via our Management team during standard business hours (Monday to Friday, 9:00am to 5:00pm), if you would like to seek access\* to or revise your personal information, or feel that the information we currently have on record is incorrect, incomplete or believe the privacy of your personal information with InMotion Group has been interfered with.



Alternatively, you may lodge a complaint in writing addressed to the Business Manager of InMotion Group. Your request/complaint will be managed and resolved through our internal procedures. If however, you are not satisfied with the way InMotion Group has handled your request/complaint you may contact the Federal Privacy Commissioner.

*\* Please be aware that a small administrative fee may apply and that it can take up to 14 days to process your request.*

#### **Contact Us**

Any queries about this policy should be directed to the InMotion Group:

Head Office Phone: 02 4647 9995 or 1300 INMOTION (1300 466 687)

Email: [feedback@inmotiongroup.com.au](mailto:feedback@inmotiongroup.com.au)

Last Reviewed October 2021