

PRIVACY POLICY

We are committed to ensuring and upholding the privacy and confidentiality of our clients and stakeholders personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Privacy Act).

This policy is designed to clearly communicate how we handle our clients and all other stakeholders' personal and health information. It provides a detailed outline of the type of information our practice may hold, how it is handled, how long it is kept and how you can access it.

This policy covers the following information:

- Why we collect information
- What type of information we may collect and how it will be collected
- Disclosure and use of information
- How we store and protect information
- How long information is kept
 - Access and changes to personal information
 - **Personal Information** as defined in the Privacy Act (1988) means information or an opinion about an identified individual, or an individual who is reasonably identifiable:
- Whether information or opinion is true or not
- Whether the information or opinion is recorded in a material form or not.
 - **Health Information** as defined in the Privacy Act (1988) is a particular subset of *personal information* and means information or an opinion about:
 - The health or a disability (at any time) of an individual
 - An individuals expressed wishes about the future provision of health services to him or her
 - A health service provided or to be provided to an individual

Why we collect personal information:

We collect personal information when it is reasonably necessary for us to provide the services that you may require.

Other reasons we may collect personal information is to:

- Understand you and how we can meet your needs now and, in the future,
- Provide the best possible service to achieve maximum results
- Claim payment from external funding sources, including Department of Veterans Affairs, Medicare, National Disability Insurance Scheme and other Insurance organisations
- Comply with third party agencies information along with their needs and requirements
- Comply with reporting requirements and other obligations to third party agencies e.g. hospital support teams, medical practitioners
- Enable us to send reports and all other correspondence to other health care providers as required.

How we collect Personal information

Information may be collected via a number of methods. We will always attempt to obtain the required information directly from the client or stakeholder in person, via written documentation, phone, or email.

In certain circumstances information may need to be collected from a third party such as:

- General practitioner
- Family member
- Health practitioner
- Carer
- Support Co-ordinator
- VicRoads

Information may only be obtained from the above sources with the client/stakeholder's consent.

Type of information we may collect:

The following information may be collected to assist us to provide the service that is requested:

- Personal information including name, address, date of birth and gender
- Family and next of kin details
- Health information including medical conditions, medical records and medical results

- Occupation, employer details, licence details, payment details and financial information
- Source of initial referral
- Other health or medical practitioners involved

Disclosure and use of information:

We will only use or disclose personal information for the primary purpose for which it was collected, for a directly related secondary purpose or as permitted or required by law. Along with the uses listed in this policy or otherwise permitted under the Privacy Act (1988), use or disclosure of personal information will only occur with client/stakeholder consent. Outlined below is how we may use or disclose personal information.

- Personal information including sensitive and health information is collected and used for the primary purpose of ensuring all clients receive a high quality of service whilst under our care
- Where necessary information may be required to be disclosed to other health care providers, such as a general practitioner, other allied health professionals, specialised driving instructors, home service provider or hospitals that may be involved in ongoing care and/or services
- We may provide information about medical conditions to the next of kin, relatives, guardians or legal representatives, unless previously stated by the client or stakeholder to not disclose personal or health information.

Quality assurance: On occasions we may need to collect, use or disclose aspects of personal information to monitor the standard of health services provided. This is done for processes including accreditation and evaluation, clinical audits, risk and claims management, education and training of staff and quality assurance activities, including monitoring clinical outcomes.

Client satisfaction: To ensure the organisation is providing a level of high quality services, an employee may contact the client or stakeholder in the future to request feedback on services.

Billing: For billing and invoicing purposes, we may disclose relevant aspects of the client or stakeholder's personal information with third parties such as health care providers, Department of Veterans Affairs, TAC, WorkSafe, Medicare, National Disability Insurance Scheme and other Insurance organisations.

Contractors: On occasions, we may request engagement of third parties to assist in providing the services required such as specialised driving instructors, IT suppliers and professional service providers. We therefore may need to disclose the relevant personal information in relation to these services. All such contractors are required to handle your personal information in accordance with the Privacy Act (1988) and this policy.

Data required by law: We have a legal obligation to provide information to various entities; We may provide personal and health information to government agencies where we are providing health services under contracts.

How we store and protect your information:

We ensure information is securely stored in a range of mediums including electronic systems, electronic instrumentation, and paper files. We have security measures in place to ensure information is protected. These include firewalls, administrative, physical and technical access restrictions, with only authorised personnel able to access relevant data.

How long we keep your information:

We retain all personal and health information indefinitely on an internal electronic database following the conclusion of services to ensure that we can provide the best possible service.

All paper copies of client or stakeholder information will be submitted to our electronic database and then securely destroyed.

Access and changes to personal information

If the client or stakeholder has the right to access both personal and health information we hold about them. The client and stakeholders also have a right to request an amendment to the information we hold if the client or stakeholder believes it is inaccurate. We will allow access or make amendments as per the request unless there is a reason under the Privacy Act (1988) or other relevant law to refuse the request.

We will allow access to personal records in a manner which is suitable to the individual's needs except when:

- Providing access would have an unreasonable impact upon the privacy of other individuals
- The request for access is frivolous or vexatious
- The information relates to any existing legal dispute resolution proceedings between us and the individual
- Providing access would be unlawful
- An enforcement agency performing a lawful national security function asks us not to provide access on the basis that providing access would be likely to cause damage to the national security of Australia

In order to gain access or request an amendment we do require written consent from the individual. This can be in form of an email or written letter.

Contacting us:

Client care is our main priority. If you have any concerns regarding our privacy policy or services please contact us directly using the contact details provided below.

Address: PO Box 7086 Upper Ferntree Gully 3156

Email: otdriverassessment@bigpond.com

Phone: 03 9758 0884

Fax: (03 9758 9007

Website: www.otdrivingassessment.com.au

We value any feedback to assist us with service development and improvement.

Please forward any complaints, compliments or service improvement ideas directly to us in the first instance. We will be happy to discuss any issues with you directly and will strive to resolve any complaints internally. If we are unable to resolve a complaint satisfactorily, you may request the Federal Privacy Commissioner to have your complaint investigated.

For more information about how you may lodge a complaint with the Federal Privacy Commissioner, please contact the Commissioner's hotline service on 1300 363 992.

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