

Privacy Policy

Access Disability 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.

Access Disability employees are committed to protecting the privacy of personal and health information of all people who access this service. 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. Access Disability recognises the right of individuals to access their information from time to time as well.

1. What constitutes personal information

Personal information is any recorded information whereby your identity may be ascertained. The personal information collected and maintained by Access Disability 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 to the service 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 service – Assessment and Therapy 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 Access Disability service relates to a claim for a compensable injury we require written consent to collect this information. This may include the consent you provided on your claim form or a separate consent form Access Disability requests you to sign.

The Use and Storage of Your Information

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

- yourself;
- the person/company referring you to Access Disability;
- and any other third party associated with the service being provided to you (eg nominated treating doctor; other treating practitioner; employer representative; union representative).

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 the relevant Regulatory Authority in your State with information from your file, if the service provided to you related to Work Health Safety and Rehabilitation.

Data Security, Storage and Maintenance

Access Disability ensures that your personal information is stored securely and is only accessible to authorised employees.

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Access and Correction of your personal information

Access Disability 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 Act.

You can contact the manager of the office providing the service to you, between 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 Access Disability has been interfered with.

Alternatively, you may lodge a complaint in writing addressed to the manager of the office providing the service to you. Your request/complaint will be managed and resolved through our internal procedures. If however, you are not satisfied with the way Access Disability 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 Access Disability

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