



**WORKERS
HEALTH CENTRE**
People | Recovery | Work



IHRF
Industrial Health & Research Foundation

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Workers Health Centre Privacy Policy

Workers Health Centre (WHC) respects your privacy and is committed to protecting the personal and health information we collect and hold.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information, and how you can access or request correction of information we hold about you.

WHC manages personal information in accordance with applicable privacy laws, including the **Privacy Act 1988 (Cth)** and the Australian Privacy Principles.

1. What personal information do we collect?

To provide our services, WHC may collect personal information that identifies you or could reasonably be used to identify you.

Depending on the service being provided, this may include:

- your name and date of birth;
- contact details, including telephone number, email address and residential address;
- employment and workplace information;
- information relating to your injury, illness or health;
- information about rehabilitation, treatment and support services;
- information relating to your workers compensation claim;
- information provided by your employer, insurer, union or other authorised parties; and
- other information necessary to provide or coordinate services to you.

Health information is considered sensitive information under Australian privacy law and is handled with particular care.

2. How do we collect your information?

We generally collect personal information directly from you when you contact or engage with WHC or when information is provided as part of the services we provide.

We may also receive information from other parties involved in providing or coordinating services, such as your employer, insurer, union, treating practitioners or other authorised representatives.

Where information is collected from another person or organisation, we will handle that information in accordance with applicable privacy requirements.

3. Why do we collect and use your information?

The primary purpose of collecting your personal and health information is to provide, coordinate and manage the services requested or provided by WHC.

We may also use your information for purposes including:

- communicating with you about your services;

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- coordinating services with relevant parties where authorised or permitted;
 - maintaining appropriate records;
 - meeting legal, regulatory and contractual obligations;
 - processing payments or claims where applicable; and
 - improving the quality and effectiveness of our services.

We will only collect information that is reasonably necessary for the relevant purpose.
Where required, WHC will seek your consent before collecting or using sensitive information.

4. How do we use and disclose your information?

WHC will only use or disclose your personal information for the purpose for which it was collected, for a related purpose you would reasonably expect, where you have consented, or where disclosure is otherwise authorised or required by law.

Depending on the services being provided, information may be disclosed to relevant parties involved in your care, rehabilitation, claim or workplace arrangements, where authorised or permitted.

We may also disclose information where required by law, a court order or another lawful authority.

5. How do we protect your information?

WHC takes reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

We maintain appropriate physical, electronic and administrative safeguards for the information we hold.

Personal information and health information are securely stored within Case Manager, a case management system operated by Chameleon Software Pty Ltd. Appropriate technical and administrative safeguards, including password protection and role-based access controls, are in place to prevent unauthorised access. Health information collected in the course of providing rehabilitation services may include information regarding injuries, medical treatment, functional capacity, and recovery progress. Access to records is limited to authorised personnel whose duties require such access, and consultants are restricted to viewing information relating to participants referred by their organisation.

6. Accessing and correcting your information

You generally have the right to request access to personal information WHC holds about you.

You may also ask us to correct information if you believe it is inaccurate, incomplete, out of date, irrelevant or misleading.

To request access to, or correction of, your personal information, please contact our Privacy Officer using the details below.

We may need to verify your identity before providing access to personal information.

WHC may deny access to certain information where permitted or required by law. Where possible, we will explain why.

7. Privacy enquiries and concerns

If you have a question, concern or enquiry about the way WHC collects, uses, stores or discloses your personal information, please contact our Privacy Officer.

Privacy Officer

Mail: Privacy Officer
Workers Health Centre
Level 4, Suite 320
24 Wentworth Street
PARRAMATTA NSW 2150

Email: privacy@workershealth.com.au

We encourage you to contact WHC in the first instance so that we can understand your concern and work with you to resolve it.

When contacting us, please provide sufficient information for us to identify the matter, including your name, contact details and any relevant dates or reference numbers.

We will acknowledge and consider your privacy enquiry and respond as soon as practical, but within 30 days. If you are not satisfied with our response to your complaint, or at any time, you may refer your complaint to the Office of Australian Information Commissioner (www.oaic.gov.au).

9. Contact us

For general enquiries about WHC services, please contact WHC using the contact details provided on our website.

For matters specifically relating to privacy, please contact:

Privacy Officer

Workers Health Centre

Email: privacy@workershealth.com.au

This Privacy Policy should be read together with any other privacy notices or information provided to you when WHC collects your personal information.