

Medic At Work is required to comply with the Privacy Act 1988 (Cth), including the Australian Privacy Principles, when handling personal information. We respect your right to privacy. We realise that it is important that you understand the purpose for which your personal and health information is collected, as well as how this information is used and to whom this information might be disclosed. The policy of Medic At Work is to follow these procedures:

1. Collection

- 1.1. The personal information held by Medic at Work may include your name, date of birth, address, telephone mobile phone number, email address, your services, personal and family medical history, and general practitioner's details.
- 1.2. We will only collect information that is reasonably necessary for the performance and function of our services, operations and activities.
- 1.3. We collect personal information in several ways, including directly from you, when you provide information by phone or in a screening form, or when you submit your personal details through our website.
- 1.4. We will only collect your information by lawful and fair means.

2. Quality and Security

- 2.1. We takes all reasonable steps to ensure that the personal information we collect is accurate, up-to-date and complete. These steps include maintaining and updating your personal information when you advise us of any changes to your personal information.
- 2.2. We also take all reasonable steps to ensure your personal information (including your medical history, treatment records and any other material relevant to the services) is retained in a secure manner and protected against misuse, interference and loss, and unauthorised access, modification or disclosure.
- 2.3. Your medical records are stored electronically.
- 2.4. Your medical records are electronically protected by unauthorised access and/or loss by IT security.
- 2.5. When your personal information is no longer needed for any purpose, or required to be kept under law, we will take reasonable steps to destroy the information or ensure that the information is de-identified.

3. Use

The personal information collected by us may be used for any of the following purposes:

- 3.1. verify your identity;
- 3.2. provide the services that you require;
- 3.3. administer and manage those services;
- 3.4. utilise our recall system;
- 3.5. inform you of the ways the services provided to you could be improved;
- 3.6. gain an understanding of your information and communication needs for Medic at Work to provide you with a better service;
- 3.7. write to you about issues affecting your treatment; and
- 3.8. follow up if review with an appropriate health care provider has been undertaken.

4. Disclosure

- 4.1. In order to deliver our services you require, Medic at Work may disclose your personal information to organisations outside of Medic at Work and its subcontractors. Your personal information is disclosed to these organisations only in relation to Medic at Work providing its services to you.

These organisations may carry out Medic at Work's:

- (a) customer enquiries;
- (b) mailing operations;
- (c) information technology services;
- (d) storage, back-up and data security;
- (e) installation, maintenance, and repair services;
- (f) web site usage analysis; and

- (g) clinical functions.
- 4.2. Medic at Work takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.
- 4.3. In addition, Medic at Work may disclose your personal information to:
 - (a) your authorised representatives or your legal advisers (e.g. when requested by you to do so);
 - (b) Medic at Work's professional advisers, including its accountants, auditors and lawyers; and
 - (c) government and authorities and other organisations, as required or authorised by law.
- 4.4. Medic at Work may disclose your health information to other health care professionals or require it from them, if, in our judgment, it is necessary in the context of the services you require. In that event, disclosure of your personal details will be minimised wherever possible.
- 4.5. Medic at Work will not disclose personal information to overseas recipients.

5. Cross-Border Disclosure

Medic at Work does not store, or transfer, your personal information to a destination outside of Australia.

6. Access

- 6.1. Medic at Work will correct any personal information that is incorrect, out-of-date or incomplete.
- 6.2. You may at any time request to access or correct your personal information. If you wish to make a request, you will need to put your request in writing for security reasons and send it to our Privacy Officer using the contact details below:
 - (a) Post: Privacy Officer, Medic at Work, Suite 2, 262-264 Halifax Street ADELAIDE SA 5000 or
 - (b) Email: rahul.indurkhya@medicatwork.com.au
- 6.3. We will allow you to access or correct your personal information unless there is a sound reason under the Privacy Act or other relevant law not to do so.
- 6.4. Where we have corrected your personal information, we will also notify third parties that have previously been disclosed your information of the correction.
- 6.5. When you request to access or correct your personal information, we will respond to your request within a reasonable time (usually within 30 days). If we refuse your request for access or correction, we will provide you with written reasons for the refusal, and how you may complain about the decision.

7. Complaints

- 7.1. If you believe that there has been a breach of your privacy and would like to make a complaint, then you may contact our Privacy Officer, who will respond to you within a reasonable time (usually within 30 days).
- 7.2. If you are not satisfied with our response to your complaint or you do not wish to make a complaint directly to Medic at Work, then you can refer your complaint to the Office of the Australian Information Commissioner (OAIC) via:
 - call the OAIC on 1300 363 992
 - enquiries@oaic.gov.au
 - <https://www.oaic.gov.au/privacy/privacy-complaints/>

8. Update

We reserve the right to amend, modify or replace this policy at any time. You should review our Privacy Policy each time you visit our website or provide us with personal information.

You can be assured that your personal information will be treated with the utmost confidentiality. If you have any queries or concerns about our handling of your health information, please do not hesitate to raise these concerns with our Privacy Officer.