



POL-07: PRIVACY POLICY

SCOPE: Applicable to all Work Options' Customers, Clients, Employees & Sub-contractors

Policy Overview

Work Options Pty Ltd (Work Options) is committed to respecting and protecting the personal information of its employees, sub-contractors, customers and clients. Work Options recognises the importance of protecting personal information and will aim to always handle personal information in a secure, confidential and careful manner.

The aim of this Policy is to outline how we collect, manage & release personal information. This Policy will be made available to all employees, sub-contractors, customers or clients who wish to view it.

Work Options will ensure our employees and sub-contractors are educated on their obligations in regards to the protection of personal information.

Only personal information which is necessary or required by law will be collected and/or released. Personal information will be collected in a fair and lawful manner.

Work Options is intent on complying with the:

- Privacy Act 1988;
- Australian Privacy Principles (APP) (which replaced the National Privacy Principles on 12 March 2014), set out in the Privacy Act;
- Health Records and Information Privacy Act 2002 (NSW).

What personal information do we collect?

Personal information is information that we hold which is identifiable as being about you (customer, employee, sub-contractor or client).

Work Options collects personal information relating to its own employees, sub-contractors, customers and clients.

Employees and Sub-contractors

In many cases, Federal Privacy Laws do not apply to employee records, only when employee personal information is used for something that is not directly related to the employment relationship between the employer and employee.



Work Options collects information about its employees and sub-contractors which a business of this type would normally be expected to collect. This includes but is not limited to:

- Name, address, DOB, phone number, email address, drivers licence;
- Employment information: contracts, resumes, qualifications, work history, training records;
- Medical records related to absences, illnesses, drug & alcohol use or injuries;
- Financial records: bank account details, superannuation fund details, HECS, TFN, and information required for government agencies (such as parental leave, child care payments).
- performance reports;
- Criminal Records and Working With Children Checks;
- Communications between us, such as emails, records of conversation.

Clients & Customers

To enable us to fulfil our responsibilities as a Workplace Rehabilitation Provider, and as a Safety & Injury Management Consultancy, we need to collect information regarding clients and employers. This could include:

- General personal details, such as: age, DOB, address, phone number, email address, family contacts, spouse, de-facto & dependents, ethnicity, language spoken;
- Medical & physical information, such as past and present: injuries, illnesses or conditions sustained at work or outside of work, treating practitioners; treatment & medications, functional capacity, weight, height;
- Past & present drug & alcohol use for purposes of pre-employment fitness testing, current employment fitness testing, or as part of workplace drug & alcohol management system;
- Past and present rehabilitation services;
- Vocational information, such as past and present: employment details, education, qualifications, training, licences, skills & experience, earnings, referees;
- Past & present social and activities of daily living status such as: family & living arrangements, access to transport, home household & outdoor activities; support services,

How do we collect and release the personal information?

We collect personal information in a variety of ways, including:

- When you interact with us electronically, in person, in writing, via fax or via phone;
- In the course of providing services, such as in an assessment, interview, meeting;
- When applying for employment with us or as a result of your employment with us;
- When you access our website or respond to surveys or requests for information;
- From your employer, insurance company, relevant government agency (such as WorkCover, Comcare), union or solicitor;
- From treating practitioners and allied health professionals;



Work Options will obtain consent for obtaining and releasing personal information from clients via a signed 'Information Consent Form', as necessary.

You may not be obligated to provide any information requested by us. If you choose to withhold information we may not be able to provide you with services at all, or conduct a complete service, or conduct a complete assessment.

In some circumstances the information is required under law, such as part of a Workers Compensation Claim or a legal claim or dispute.

Information is released to authorised parties in person, in writing, by telephone, by fax, by email and by reports. This information may be released to the client themselves, employers, insurers, government agencies, doctors, specialists, health professionals, unions and solicitors. Should information be required to be released to an additional source, who has previously not been nominated, consent is sought from the client.

Use of personal information collected

Employees & Sub-Contractors

We use personal information in the course of recruitment, personnel & human resources practices.

Clients & Customers

We use personal information to provide workplace rehabilitation services and assessments to clients, such as to achieve an early, safe and durable return to work, optimise quality of life or obtain employment.

We use personal information to assist employers with preventing and managing workplace injuries & illnesses, and managing workplace health, safety & well-being, by gathering necessary details to provide advice and recommendations.

We use personal information in the course of providing workplace rehabilitation services, assessment and medico-legal services for personal injury companies, such as: workers compensation insurers, motor vehicle accident insurers, personal injury/income protection insurers, public/professional indemnity insurers.

Disclosure of personal information

Employees & Sub-Contractors

It may be necessary to disclose your personal information to other parties within Australia, such as:

- Fair Work Commission;
- Taxation Office;
- Government bodies (as required by law);
- Professional advisors such as accountants, auditors, lawyers.



Work Options will not release your personal information to overseas parties.

Clients & Customers

It may be necessary to disclose your personal information to other parties within Australia to assist in:

- Delivery of goods, equipment or services;
- Undertaking training, work experience or employment, accessing an incentive program or benefit;
- Confirmatory testing for drug & alcohol tests;
- Governing bodies (by law);
- Professional advisors such as lawyers, accountants, auditors;

Work Options will not release your information to overseas parties or any marketing/promotional bodies without your consent.

Client related reports we generate from personal information, combined with other information gathered, are forwarded to the referring party (insurer / employer / government agency, solicitor, other), and copies are forwarded to employers, employing agents, doctors, workers/ individuals and sometimes health professionals, unless permission to do so has been restricted or revoked. Clients may be entitled to receive a copy of the information in some circumstances.

Unless we are required to provide personal information to others by law, Subpoena, by court order or to investigate suspected fraud or other unlawful activity, personal information gathered will only be seen or used by persons working in or for Work Options and on a strictly 'need to know' basis. That is, unless the information is directly related to the reasonable completion of their duties, such information will not be disseminated.

In certain circumstances, some organisations are legally entitled to receive personal information about an injured worker who is claiming workers compensation or government benefits such as: insurers and their legal advisers, State WorkCover Authorities, Comcare, State Motor Accidents Authorities, Centrelink, Department of Employment & Workplace Relations, a Court of Law and the State Workers Compensation Commissions.

Security of personal information

Work Options takes appropriate measures to ensure personal information is kept secure and protected from unauthorised access, loss, misuse, disclosure or alteration. Some information is held for a number of years to comply with legal requirements. In such circumstances, the information is securely archived in a secure document storage facility. Any personal information no longer required, and not required to be kept for a number of years, will be destroyed in a secure manner.

Our employees and sub-contractors have been informed of the importance we place on protecting privacy and their role in helping us to do this, and are contractually bound to honour such privacy.



Access to your personal information

Subject to any legal restrictions, Work Options is happy to advise any person, internal or external to the company, on what personal information we hold about them. Proof of identity may be required. For non-employees there may be a reasonable administration fee for this access.

If you believe there are errors in our records, you are encouraged to let us know so we may investigate and correct any inaccuracies.

All requests for copies of information or files must be in writing to:

The Managing Director
Work Options Pty Ltd
PO Box 851, North Sydney NSW 2059

Please allow 21 working days for information to be provided.

Complaints about privacy

If you have any concerns about how Work Options have handled your personal information or our privacy practices, please email: info@workoptions.com.au. We take privacy of personal information seriously and will respond shortly after receiving written notice of your concern.

Accountabilities & Responsibilities

Management:

- Ensure all staff are aware of this Policy;
- Each manager to ensure they are aware of this Policy & the APP & Privacy Act;
- Advise the Managing Director of any breach of this Policy;
- Forward any information requests to the Managing Director for direction & approval, prior to release.

All Employees & Sub-Contractors:

- Treat all personal information in a confidential manner and adhere to the intent of this Policy;
- Report any breaches to this Policy or complaints to their direct manager immediately;
- Provide access to this Privacy Policy & Statement if requested by clients or customers;
- Forward all information release requests to their direct manager, do not release such information requested.

This Policy will be reviewed no less frequently than every two years from date of signature.



A handwritten signature in cursive script that reads "K. Castledine".

Karen Castledine
Managing Director
Work Options

31st January 2017