



## INTERFACE PRIVACY POLICY

Interface Med Legal (**Interface**) is committed to protecting the privacy of personal and sensitive information in accordance with its obligations under the *Privacy Act 1988* (Cth) (**Privacy Act**) and in particular, the Australian privacy principles (**APPs**). This ensures that individuals will be informed of the reasons for the collection of personal information, who will have access to this information and how the information will be handled.

### Collection of Personal and Sensitive Information

Interface collects personal information as reasonably necessary to provide its services. When used in this Privacy Policy, the terms “personal information” has the meanings given to it in the Act.

The types of personal information collected include:

- contact details (such as name, address, email address, telephone numbers, fax number) for individuals;
- information including gender, date of birth, driver’s licence details, insurance, marital status, employment history, and information about the individual’s injury, illness, disability or medical history, and claims for compensation, which can include GP notes, specialist and medico-legal reports;

Some personal information collected by Interface will be “sensitive information” within the meaning of the Privacy Act. This type of information is necessary to perform our services, e.g. health information, racial or ethnic origin. Verbal Consent will be obtained at the beginning of an assessment when collecting sensitive information.

Claim information including medical history, claim history, employment records, education records, government records (eg social security and Medicare records) are provided to Interface by the entity that has requested an assessment (eg insurer, solicitor).

In limited circumstances Interface may also collect personal information from publicly available information and databases.

### Use and disclosure of personal information

All of your information held by us is considered sensitive information and will only be disclosed with your consent, except where required by law or for legal proceedings. In exceptional cases, such as serious threat to the health and safety of yourself or another individual, your personal information may be disclosed without your consent.

Interface holds and uses personal and sensitive information for the following purposes:

- to facilitate conducting medicolegal care needs assessments (including training);
- to facilitate the writing of reports and recommendations
- accounting, billing and other administrative purposes; and
- the provision of occupational therapy services generally.

Interface discloses personal information for the purpose for which it is collected. That is, Interface will only disclose personal information for a purpose set out above. This will include disclosing personal information to any requesting parties, as well as the courts, Interface’s professional advisors and any relevant regulatory bodies.

### Overseas disclosure

Interface will take reasonable steps to ensure any overseas recipient complies with the APPs or is bound by a substantially similar privacy scheme. Any personal information will only be disclosed for the primary purpose for which it was collected.

### Security

Interface takes reasonable steps to ensure that the personal information it holds is protected from misuse, interference and loss and from unauthorised access, modification or disclosure.

Personal information received by Interface is held securely, in electronic files on Interface's computer systems which are password protected accessible only by authorised employees or contractors.

Interface will destroy or de-identify personal information when it is no longer required, unless Interface is otherwise required or authorised by law to retain the information. For example, as a health service provider, we have a legal obligation to retain your information for 7 years.

### **Access and Correction**

Interface takes reasonable steps to ensure personal information it holds is accurate, up-to-date, complete, relevant and not misleading. Under the Privacy Act, you have a right to access and seek correction of your personal information that is held by Interface.

If at any time you would like to access or correct the personal information that Interface holds about you, please contact the Principals via the contact details set out in below. Interface will grant access to the extent required or authorised by the Privacy Act or other law and take reasonable steps to correct personal information where necessary and appropriate.

To obtain access to your personal/sensitive information:

- you will have to provide proof of identity to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected;
- Interface requests that you be specific about the information you require; and
- Interface may charge you a reasonable administration fee, which reflects the cost to Interface of providing access in accordance with your request.

Interface will take reasonable steps to provide you with access in a manner that meets your needs and the needs of Interface. If Interface refuses your request to access or correct your personal information, we will provide you with written reasons for the refusal and details of complaint mechanisms.

Interface will endeavour to respond to your request to access or correct your personal information within 14 days from your request.

### **Privacy complaints**

Complaints relating to breaches of privacy should be made in writing, using the contact details below.

At all times, privacy complaints will:

- be treated seriously;
- be dealt with promptly;
- be dealt with in a confidential manner; and
- not affect your existing obligations or affect the commercial arrangements between you and Interface.

Interface will investigate your complaint, and inform you of the outcome.

If you are dissatisfied with the outcome of your complaint, you may contact the Office of the Australian Information Commissioner (OAIC). Details about the OAIC can be found at [www.oaic.gov.au](http://www.oaic.gov.au).

### **Contact details**

Kim Love	Dawn Piebenga
Business Manager	Managing Director
Phone: 1300 852 072	Phone: 1300 852 072
Email: <a href="mailto:kim.love@interface.com.au">kim.love@interface.com.au</a>	Email: <a href="mailto:dawn.piebenga@interface.com.au">dawn.piebenga@interface.com.au</a>
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