



CARFI PRIVACY POLICY

Protecting your privacy and the confidentiality of your personal and sensitive information is important to us, as it is fundamental to the way we conduct business. Carfi is sensitive to privacy issues and treats very seriously the ongoing trust our clients have placed in us. You can be reassured that Carfi has best practice procedures in place for handling and protecting your private and sensitive information.

GAINING YOUR CONSENT

Carfi will request that you provide written consent to collect, use and retain personal and sensitive information. Carfi will not collect any personal and/or sensitive information unless consent has been provided.

TYPES OF INFORMATION WE WILL COLLECT, STORE AND USE

The personal information, including sensitive information collected, stored, and used by Carfi may include:

- Personal details including but not limited to name, address, contact information, next of kin, family history and date of birth.
- Medical reports and records including medical certificates, investigation and assessment findings and reports, previous health and rehabilitation service provider records, contact information for current and past health providers and health information from successive health providers to assist with service delivery.
- Information from government bodies, insurers and from agents engaged on behalf of insurers, which may include using your claim number as an identifier.
- Details pertaining to workers compensation claims, health funds, or any other financial information or data relating to the service being provided.
- Employment history including but not limited to details of skills, abilities, training undertaken, past and current employer details.
- We may also collect and store photographic images of you to assist us with service delivery.

HOW INFORMATION WILL BE COLLECTED

Carfi will collect personal information, including sensitive information, in a variety of ways. Records of all information obtained will be stored electronically within your client file.

A client's personal information is collected in a number of ways:

- during consultation when the client provides information directly
- verbal discussion
- correspondence via email.
- obtaining copies of reports and records electronically and by hardcopy
- when the client interacts directly with Carfi employees
- when health practitioners, government bodies, insurers, agents, employers provide personal information to Carfi via referrals, correspondence and medical reports

PURPOSE FOR COLLECTING YOUR INFORMATION

Carfi will only collect the personal information, including sensitive information, that is reasonable, necessary, or directly related to the services with which you are involved. We require this information to guide our service delivery. This information is necessary to develop plans for your services, manage risks to your health, assess your physical or psychological function, understand your environment and how it impacts upon you, and tailor our services to your needs.

We may need to exchange personal information, including sensitive information, with other parties, including your doctor, other treatment providers, your employer, insurer, relevant government bodies, and other parties associated with the services we provide to you. Your personal information may also be disclosed to employees of Carfi where their role or function is related to the administration, management or delivery of services to you.

We may continue to collect and use your personal information for the duration of your program or services.

CONSEQUENCES IF PERSONAL INFORMATION IS NOT COLLECTED

In some circumstances we may not be able to continue to provide our services to you if we are not able to collect personal or health related information.

DISCLOSING YOUR PERSONAL INFORMATION

Your personal information, including sensitive information, will not be disclosed to anyone other than those parties outlined in this privacy policy. There may be some circumstances and exceptions, as permitted under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Privacy Act 1988, Health Records and Information Privacy Act 2002 (NSW), and the Health Records Act 2001 (VIC), where your personal, including sensitive information, may be disclosed. A client's personal information is not disclosed to overseas recipients, unless the client consents or such disclosure is otherwise required by law. Clients' personal information will not be used, sold, rented or disclosed for any other purpose.

STORAGE OF YOUR PERSONAL INFORMATION

Carfi will store your personal information, including sensitive information, securely and maintain its confidentiality. Access to your information will be restricted to authorised staff of Carfi.

ACCESSING YOUR PERSONAL INFORMATION

If you would like to access or revise your personal and/or sensitive information you can contact your Consultant to request this or email our office directly at info@carfi.net.au

You are entitled to seek access to your personal and sensitive information and request correction of such information. In some instances it may not be possible to provide you with complete access if the request relates to existing or anticipated legal proceedings, or if it would have an unreasonable impact on the privacy of others, or pose a serious threat to the health or life of any individual, or other circumstances set out in the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012, Health Records and Information Privacy Act 2002 (NSW), and the Health Records Act 2001 (Victoria).

Carfi require all requests for access and correction to client information to be in writing. Carfi will aim to respond to requests for access to and correction of personal information within 14 business days. Before access is permitted you will be required to establish proof of identity. Where appropriate, your personal information will be provided to you, when requested in writing, in the manner that you have requested providing this is reasonable. In some instances there may be charges associated with the reproduction or supply of personal information, and this will be clearly communicated to you before we proceed with further action.

COMPLAINTS

Carfi have procedures in place to ensure your personal information is protected. However, should you wish to complain about a breach of the Privacy Act, the Australian Privacy Principles (APP), or legislation relating to health records that binds Carfi, please speak directly with your Consultant or contact our office at 1300 737 403 or email info@carfi.net.au.

In the event your complaint is not resolved by Carfi, you may escalate the matter to the Office of the Australian Information Commissioner. For matters relating to privacy and confidentiality you have the right to contact:

Office of Australian Information Commissioner
GPO Box 5218 Sydney NSW 2001
Ph: 1300 363 992