



AUSTRALIAN PRIVACY PRINCIPLES (APP) POLICY FOR ALLIED HEALTH SPECIALIST CONSULTANTS

Overview

Allied Health Specialist Consultants (AHSC) is committed to complying with the Privacy Act 1988 and the Australian Privacy Principles 2014 and the privacy provisions of all applicable legislation.

This privacy policy covers all personal information we hold, that is, information, or an opinion about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion. This includes information we have collected from people through our work, over the phone and over the internet.

The purpose of this privacy policy is to clearly communicate how AHSC collects and manages personal information.

The point of contact for any queries regarding this policy is:

Jackie O'Connor
Managing Director
Allied Health Specialist Consultants
0420 825 219
jackie.oconnor@ahsc.com.au

Definition

Personal information has the meaning given to that term in the Privacy Act 1988 (Cth) (**Privacy Act**) and includes information or an opinion (whether true or not) about an identified individual, or an individual who is reasonably identifiable.

Collection of Information

AHSC may collect personal information via the following methods:

- Directly from you when you enquire about or choose to engage AHSC services
- From a third party source such as:
 - Your employer or colleagues once we have been engaged to provide services



- Organisations who become our clients and provide us with data, information and requests which include personal information about others.

AHSC aim to collect personal information only if it is reasonably necessary to provide the service or information you have requested from us.

Information that AHSC may collect includes:

- Name
- Organisation you are associated with
- Address
- Telephone number
- Email, Skype and other web-based communication addresses
- Date of birth
- Gender
- Job Title
- Bank account details for invoicing purposes
- Health, medical or similar information
- Professional memberships
- Details of the services we have provided you or you are enquiring about
- Any other details which may be relevant to managing our relationship and providing optimal service to you.

Data Quality

AHSC will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

Purpose of Information Collection

The purpose for which AHSC collects, holds, uses and discloses personal information will vary depending on the function and activity being undertaken and may include one or more of the following:

- To provide our services, including the need to disclose some of your personal information to relevant staff
- To respond to a client's request
- To maintain contact with clients
- For general management and reporting purposes, such as invoicing and account management



- Activities such as satisfaction surveys, staff education and training, quality assurance processes, accreditation, audits
- For recruitment purposes
- Other purposes related to our business
- For the purpose of complying with any applicable laws – eg: in response to a subpoena or compulsory reporting to State or Federal authorities.

Disclosure of Information

AHSC will only disclose personal information in accordance with the Privacy Act.

This means that personal information may be disclosed:

- For the purposes for which we have advised that we are collecting it, and for related purposes that the individual would reasonably expect
- Where use or disclosure is permitted by this policy
- Where we have the consent of the individual to do so
- As required by law, or
- Under other circumstances where permitted under the Act.

Protection of personal information

Our goal is to protect the personal information collected by AHSC and its associations.

Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

Unauthorised disclosure or access

As AHSC is committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

Access to personal information

Individuals will be able to access their personal information upon request. However, AHSC may occasionally need to deny access to information in accordance with the exemptions contained in the Act.



In circumstances where we have refused an individual access to their personal information, we will give them a written notice that sets out:

- the reasons for the refusal where it is reasonable for us to do so; and
- the way in which they may make a complaint about such refusal which will involve making a complaint to the following:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
1300 363 992
enquiries@oaic.gov.au

Availability and review of Policy

We will make our privacy policy available upon request and will provide a link to this policy from our website.

This policy will be reviewed from time to time and any amendments will be incorporated into the updated policy.

Change in control of AHSC

If we sell or otherwise transfer part or the whole of AHSC or our business to another organisation (including in the course of a transaction like a sale, merger or acquisition or as part of a dissolution, liquidation, administration, receivership or other form of insolvency), you agree that your personal information that is collected by AHSC may be disclosed to a third party, prospective buyer, transferee or insolvency practitioner and that this is reasonable to enable that party to continue or manage the business.

Questions or Concerns

If you have any questions or concerns regarding the privacy and/or handling of your personal information in relation to Allied Health Specialist Consultants, or would like a copy of the information we have stored, please do not hesitate to contact:

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