

JRJ Rehabilitation Privacy Policy

JRJ Rehabilitation is covered by the 13 Australian Privacy Principles (APPs), as set out in the Privacy Act 1988.

We are sensitive to the privacy of individuals and treat very seriously the ongoing trust you have placed in us.

WHAT CONSTITUTES PERSONAL INFORMATION AND WHY DOES JRJ REHABILITATION REQUIRE THIS INFORMATION?

Personal information is any recorded information whereby your identity may be ascertained.

The personal information collected and maintained by JRJ Rehabilitation comprises your name, date of birth, address and contact details. We may also collect sensitive information which could include information specific to your injury, health and to the service being provided to you.

The primary purpose of collecting your information is to provide you with the requested service - Work Health Safety and Occupational Rehabilitation; or Training and Consultancy services.

If the personal information is not provided by you we may be unable to provide you or the party that has engaged us with the requested services.

If the JRJ Rehabilitation service relates to a claim for a compensable injury we require written consent to collect this information. This may include the consent you provided on your claim form or a separate consent form JRJ Rehabilitation requests you to sign.

THE USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION

To effectively assist you and to enable us to provide the functions and services we are requested to deliver, we may collect and disclose information with the following parties:

- yourself;
- the person/company referring you to JRJ Rehabilitation;
- and any other third party associated with the service being provided to you (eg nominated treating doctor; other treating practitioner; employer representative; union representative). Note: This will be dependent on the nature of the service provided to you.

Clients are advised which parties will receive the report. Your personal information will not be used or disclosed to any third party other than for its intended primary purpose or for administrative purposes, without your prior knowledge or consent. In exceptional circumstances such as legal reasons, serious threat to life or the health and safety of an individual your personal information may be disclosed.

From time to time, we may also be obliged to provide the relevant Regulatory Authority in your State with information from your file, if the service provided to you related to Work Health Safety and Rehabilitation.

DATA SECURITY, STORAGE AND MAINTENANCE

JRJ Rehabilitation ensures that your personal information is stored securely and is only accessible to authorised employees. In line with the legislation JRJ Rehabilitation will archive all files for a period of 7 years post file closure. Following this period the files will be destroyed.

ACCESS AND CORRECTION OF YOUR PERSONAL INFORMATION

JRJ Rehabilitation aims to ensure that your personal information is accurate, up to date and complete at all times. Each client has the right of access to their personal information in accordance with the Act.

If you feel the information provided is incomplete or incorrect you can contact JRJ Rehabilitation on 9500 2871 Mon – Fri (9am – 5pm) to discuss your concerns and seek to resolve the issue. Our aim is to resolve the issue simply and internally, if however, you are not satisfied with the way JRJ Rehabilitation has handled your concern you have the right to contact the Federal Privacy Commissioner.

Please be aware that a small administrative fee may apply and that it can take up to 28 days to process your request.

Authorized by:

Justine Fish
Director

Sally Puika
Director