

Acumen Health is a Generation Health business. 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. Acumen Health is sensitive to privacy issues and treats very seriously the ongoing trust our clients have placed in us. You can be reassured that Acumen Health has best practice procedures in place for handling and protecting your private and sensitive information.



**acumen  
health**  
our focus. your recovery.

### **GAINING YOUR CONSENT**

Acumen Health will provide you with a copy of this policy free of charge, and request that you provide written consent to collect, use and retain personal and sensitive information. Acumen Health will not collect any personal and/or sensitive information unless this written consent has been provided.

### **TYPES OF INFORMATION WE WILL COLLECT, STORE AND USE**

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

- Personal details including but not limited to name, address, contact information, next of kin, and date of birth, as well as your racial or ethnic origin if we need to consider this in our service delivery.
- Medical reports and records including medical certificates, investigation and assessment findings and reports, previous rehabilitation provider or disability services 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 (such as iCare or WorkSafe), 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, provision of welfare payments, wage details, 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**

Acumen Health will collect personal information, including sensitive information, from those parties indicated above in a variety of ways. This may include obtaining copies of reports and records, verbal discussion, and electronic copies of information. Records of all information obtained will be stored electronically within your client file.

### **PURPOSE FOR COLLECTING YOUR INFORMATION**

Acumen Health will only collect personal information, including sensitive information that is reasonable, necessary, or directly related to the services to 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 Generation Health 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 (Victoria), where your personal, including sensitive information, may be disclosed.

Acumen Health will not disclose personal or sensitive information to overseas recipients.

### **STORAGE OF YOUR PERSONAL INFORMATION**

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

### **ACCESSING YOUR PERSONAL INFORMATION**

If you would like to access or revise your personal and/or sensitive information you can contact your Consultant to discuss this, or send a request via email to [reception@generationhealth.com.au](mailto:reception@generationhealth.com.au), or contact us on 1300 436 432

You are entitled to seek access to your personal and sensitive information and request correction of such information. Before access is permitted you will be required to establish proof of identity. 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 it would have an unreasonable impact on the privacy of others, or pose a serious threat to the health or life of any individual, and 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).

Acumen Health will aim to respond to requests for access to and correction of personal information within 14 business days.

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**

Acumen Health have a number of 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 a registered APP code (if any), or legislation relating to health records that binds Acumen Health, please speak directly with your Consultant or with the Manager of the office you are dealing with. Alternatively, you can email [reception@generationhealth.com.au](mailto:reception@generationhealth.com.au).

In the event your complaint is not resolved by Acumen Health, you may escalate the matter to the Office of the Australian Information Commissioner, see [www.oaic.gov.au](http://www.oaic.gov.au), or the Information and Privacy Commission, NSW on 1800 043 159, see [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au); or the Victorian Office of the Health Services Commissioner on (03) 8601 5200, see [www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc), depending on your state of residence.

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