



WORK HEALTH GROUP

## Collection Notice

*This Notice is provided pursuant to the obligations placed upon the Work Health Group (WHG) and other organisations by the Privacy Act 1988 and the associated Australian Privacy Principles (APPs). It applies to all WHG brands including:*



It is important that readers of this statement note that WHG may change its Collection Notice from time to time as part of its commitment to ensuring that it complies with all of its obligations under the APPs. Persons who access WHG websites are urged to check whether WHG has amended its Collection Notice by returning to this site from time to time. To assist in this process, the date of the last update to this Collection Notice is recorded on the footer of this statement.

### The fact and circumstances of information collection

WHG collects personal information in the following circumstances:

- From individuals and their representatives (e.g. family members, insurance companies, medical practitioners, allied health practitioners, relevant government departments and agencies, employees and lawyers).
- From users of WHG services or, alternatively, from potential users of those services.
- Through WHG internet and social media sites.
- Through other internet and social media sites including, but not limited to, Facebook, LinkedIn and the PeopleStreme human resource information system.
- Through publicly available information services (e.g. telephone white pages, internet records).
- When WHG is required to collect the information by virtue of legal or regulatory requirements.
- When individuals participate in competitions or surveys conducted by WHG including, but not limited to, surveys relating to the quality of WHG services provided.
- From databases kept by third party providers of services to WHG including, but not limited to, research analysts.
- From organisations and individuals who use WHG services.
- From persons attending WHG conventions, seminars and functions.
- From persons applying for or attending training courses conducted by WHG.
- People making applications for employment with WHG.

- Sensitive information (including health information, sexual orientation information and criminal records) regarding individuals obtained from those individuals, employees, insurers, government agencies, lawyers, medical practitioners, allied health professionals, training and educational service providers and contractors to WHG, for use by WHG in the delivery of its services.
- Sensitive information, including membership of professional and trade associations, obtained by WHG in relation to employees, being information that may be provided to government agencies, insurers, lawyers and other third parties who deal with WHG.

## Legal requirements to collect information

WHG may, from time to time, be required to collect information as a consequence of legal requirements upon us to collect information. Examples of these requirements include information that WHG is obliged to collect; statutory and regulatory requirements imposed by the Australian Taxation Office, state based WorkCover Scheme statutory requirements, the Department of Social Services, the Department of Education and the Department of Employment (note; formerly named the Department of Education and Employment and referred to as the Department of Employment, Education and Workplace Relations).

Further information regarding these obligations can be obtained by contacting WHG's Privacy Officer as listed in this document below.

## Purposes for which information is collected

WHG collects personal information on its internet site and elsewhere for the primary purpose of enabling it to conduct its business and provide its services, including:

- To enable it to service the interests of the recipients of services provided by WHG.
- To provide internet services and maintain WHG internet and social media sites.
- To assist WHG with marketing its services.
- To enable WHG to inform persons and organisations who have received WHG services of additional information or services supplied by WHG that may be of interest to them.
- To provide personal information to WHG contractors who provide WHG with services that assist WHG with conducting its business.
- To enable WHG to efficiently manage its business.
- To provide seminars, conventions and educational, pre-vocational training and work trial or placement services.
- To enable WHG to collate data for research and statistical purposes.
- To enable WHG to meet its compliance requirements under the terms of deed and contracts it enters into and/or administers on behalf of statutory and legislative bodies and government departments.
- To enable WHG to recruit staff.
- To enable WHG to meet its statutory obligations including, but not limited to, under taxation and corporation laws.

## Consequences to an individual if information is not provided

Should a person object to WHG collecting information about that individual via its website or otherwise, WHG may not be able to provide its services as effectively, or at all, to that person. In the event that this occurs a person will be provided with information as to the impact of their refusal upon service provision. Further details may be obtained regarding these consequences by contacting WHG's Privacy Officer at the details set out below.

## Disclosure of personal information

WHG may disclose personal information in the following circumstances:

- WHG provides personal information to its contractors who provide WHG with services to assist it with conducting its business.
- WHG provides personal information to insurers and their agents under contractual statutory and regulatory requirements in the management of occupational rehabilitation services.
- WHG provides personal information to medical practitioners and allied health professionals under statutory and regulatory requirements in the management of occupational rehabilitation, Federal government vocational services and Federal government advisory services.
- WHG provides personal information to lawyers under statutory and regulatory requirements in the management of occupational rehabilitation services, Federal government vocational services and Federal government advisory services.
- WHG provides personal information to current and new employers of individuals under contractual, statutory and regulatory requirements in the management of occupational rehabilitation services, Federal government vocational services and Federal government advisory services.
- WHG provides personal information to Job Services Australia and Disability Employment Services providers under statutory and regulatory requirements in the management of occupational rehabilitation services, Federal government vocational services and Federal government advisory services.
- WHG provides personal information to State and Federal government agencies and providers under statutory and regulatory requirements in the management of occupational rehabilitation services, Federal government vocational services and Federal government advisory services.
- WHG may store information on data storage facilities provided by third parties.
- Disclosure of sensitive information (including health information, sexual orientation information and criminal records) used by WHG in the delivery of its services and provided to employees, insurers, government agencies, lawyers, medical practitioners, allied health professionals, training and educational providers, and contractors to WHG.
- WHG provides corporate details, email addresses, postal addresses, financial performance, board and annual reports, staff profiles (including, but not limited to, sensitive information regarding memberships of trade and professional associations) and general information to government agencies, insurers, lawyers and other third parties who deal with WHG as part of its delivery of services.

## WHG's Privacy Policy

WHG maintains a Privacy Policy in compliance with its obligations under APP 1. This Privacy Policy may be viewed on WHG website or a copy may be obtained by contacting WHG's Privacy Officer as listed below.

## Disclosure of personal information to overseas recipients

WHG may disclose personal information to overseas recipients when that disclosure is consistent with the purposes set out above.

The countries associated with the overseas recipients are, potentially: New Zealand and the United Kingdom.

## WHG's contact details and Privacy Officer

The contact details for WHG are available from this website. The particular contact details are as follows:

Email: [privacy@workhealthgroup.com.au](mailto:privacy@workhealthgroup.com.au)  
Telephone: (03) 8660 0888

## Cookies

"Cookies" are pieces of information that websites transfer to an individual computer's hard drive for record keeping purposes. That "cookie" assigns a unique identification that allows a website to recognise the user when they return to that site.

WHG uses cookies so as to collect aggregated site-visitation statistics. The use of cookies also enables persons to login to their accounts with WHG and to personalise their experience when browsing the WHG site. This enables WHG to ensure that it manages its website effectively so as to provide relevant contact to those who access the site. WHG does not track an individual's use of the internet by using cookies and does not otherwise use these tools to obtain personally identifiable information regarding an individual.

Most internet browsers enable individuals to refuse to accept cookies. If an individual exercises such a choice, they will still be able to view most of the text on this internet site. However, they will not experience a personalised visit.

## IP addresses

Whenever WHG's website is used, along with many other websites, the computer on which the web pages are stored (the web server) needs to know the network address of the person's computer so that it can send the requested web pages to their internet browser. The unique network address of each computer is called its "IP address" and is sent automatically each time an internet site is accessed. From a computer's IP address it is possible to determine the general geographic location of that computer, but otherwise it is anonymous.

WHG does not keep a record of the IP addresses from which users access its site except where the user has specifically provided it with information about itself, in which case WHG also records the user's IP address for security purposes.

## Right to gain access to information and complaints handling processes

Any information that is stored by WHG about an individual is stored in a reasonable state of security. Individuals have certain rights under the APPs to access information stored by an organisation about them.

Should a person wish to contact WHG to gain access to the details of the information stored by it regarding that individual, that person should make contact with WHG's Privacy Officer. Subject to legal obligations upon WHG, including its rights and obligations under the *Privacy Act 1988*, WHG will provide that access. WHG reserves the right to make a reasonable charge to cover its costs for granting that access.

Should a person wish to make a complaint about the manner in which WHG has dealt with any privacy issue, that person should make contact with WHG's Privacy Officer.

Further details regarding access to information and WHG's complaints handling process are set out in WHG's Privacy Policy or can be obtained by contacting WHG's Privacy Officer at the details set out above.

## Queries regarding privacy

Any queries that the reader of this document may have about WHG's privacy compliance should be directed to WHG's Privacy Officer at the details set out above.



David Sagar  
Chief Executive Officer