

# Authority to Collect and Release Information



*JK Corporate Resourcing specialise in return to work assistance, to assist you in returning back to work after a workplace injury.*

JK Corporate Resourcing provides specialised injury prevention and management services which support wellbeing and safe return to health and work outcomes. These services may include, and not limited to:

- Individual and independent assessment of need including physical, psychological, social, and environmental
- Identification of rehabilitation strategies and solutions which promote a timely return to health and/or work
- Coordinating between all key stakeholders (including your GP and / or treating parties) to ensure a collaborative approach to injury prevention and recovery from injury
- Facilitation of return to work in suitable employment

We may conduct the above services via the following arrangements:

- Face to Face
- Teleconferencing (via telephone)
- Videoconferencing through modalities including MS Teams, Zoom or FaceTime

## Acknowledgment of Privacy Policy

JK Corporate Resourcing has developed its Privacy Policy based on the Privacy Act 1988 and the Australian Privacy Principles (APP's) which outline how all private health service providers must handle, use and manage personal information. JK Corporate Resourcing must demonstrate that individuals have been provided with a copy of the Privacy Policy and are aware of how JK Corporate Resourcing intends to manage personal information gathered in the course of service provision.

I\*,  Claim Number\*:

Acknowledge that I have been made aware of the JK Corporate Resourcing Privacy Policy (pages 2-3)

Date\*:

I Agree\*:

*By checking the above box, I confirm I have read JK Corporate Resourcing's Privacy Policy and understand how JK Corporate Resourcing intends to manage my personal information gathered in the course of service provision. By checking the box, I understand that this constitutes a signature in electronic form, and I am entering into a legally binding agreement.*

*\*Denotes a mandatory field that must be completed.*

## **Privacy Policy**

At The JK Corporate Resourcing Pty Ltd (ABN 77 644 015 716), we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) (Privacy Act), the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) and the Australian Privacy Principles (APPs). This Privacy Policy applies to personal information collected by us and explains how we collect, use, disclose and handle it as well as your rights to access and correct your personal information and make a complaint for any breach of the APPs.

### **What is Personal Information?**

The Privacy Act defines personal information to mean: “information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not.”

### **What is Sensitive Information?**

“Sensitive information” is a subset of personal information and means: “information or opinion about an individual’s racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information or templates.”

### **What kinds of personal information do we collect and hold?**

The kinds of personal & sensitive information we collect, and hold vary depending on the services we are providing, but generally can include:

- Your contact information such as full name, e-mail address, residential and postal addresses, and phone numbers
- Details relating to any employment (if applicable) including previous employment
- Your date of birth
- Medical history and health information
- Claims and insurance history
- Other information specific to our services such as information provided to us by insurers, legal advisors, self- insured entities, employers, and the relevant statutory bodies such as WorkCover, or information gathered from any third parties in the course of our services
- Details of any criminal history
- Details of any membership of a professional or trade association

### **How do we collect and hold personal information?**

We only collect personal information by lawful and fair means and where it is reasonably necessary for, or directly related to, one or more of our functions or activities. Unless it is unreasonable or impracticable for us to do so, or as provided otherwise under this Privacy Policy, we will collect your information directly from you or your agent such as a legal adviser or indirectly through relevant organisations from whom we are entitled to receive it – for example insurers, legal advisers, WorkCover, Comcare, employers etc.

We attempt to limit the collection and use of sensitive information from you unless we are required to do so to carry out the services provided to you.

We hold the personal information we collect within our own data storage devices or with a third-party provider of data storage. We discuss the security of your personal information below.

### **The purposes for which we collect, hold, use and disclose your personal information**

We collect, hold, use and disclose your personal information where it is reasonably necessary for, or directly related to, one or more of our functions or activities. These will usually include our suite of insurance support services including rehabilitation services, injury management services and training. We do not use or disclose personal information for any purpose that is unrelated to our services and that you would not reasonably expect (except with your consent). We will only use your personal information for the primary purposes for which it was collected or as consented to. We usually disclose personal information to third parties who assist us or are involved in the provision of our services and your personal information is disclosed to them only in connection with the services we provide to you or with your consent. The third parties can include our related companies, our agents or contractors, insurers, their agents and others they rely on to provide their services and products. These parties are prohibited from using your personal information except for the specific purpose for which we supply it to them and we take such steps as are reasonable to ensure that they are aware of the provisions of this Privacy Policy in relation to your personal information. If we give third parties (including their agents, employees and contractors) your personal information, we require them to only use it for the purposes we agreed to.

### **What if you do not provide some personal information to us?**

If the required personal information is not provided, we or any involved third parties may not be able to provide appropriate services or products. If you do not provide the required personal information, we will explain what the impact will be.

### **How do we manage the security of your personal information?**

We take reasonable steps to ensure that your personal information is safe. We retain personal information electronically with us or our appointed data storage provider(s). As practicable, we endeavour to ensure the security of all transmissions of personal information. Notwithstanding the above, we endeavour to take all reasonable steps to:

- protect any personal information that we hold from misuse, interference, and loss, and to protect it from unauthorised access, modification or disclosure both physically and through computer security measures
- destroy or permanently de-identify personal information in accordance with the Privacy Act

We maintain computer and network security; for example, we use firewalls (security measures for the internet) and other security systems such as user identifiers and passwords to control access to computer systems.

## **Data Quality**

We take reasonable steps to ensure that personal information is current, accurate, up-to-date, and complete whenever we collect or use or disclose it. Throughout our dealings with you we will take reasonable steps to confirm the details of your personal information we hold and ask you if there are any changes required.

The accuracy of personal information depends largely on the information you provide to us, so we rely on you to:

- let us know if there are any errors in your personal information you become aware of
- keep us up-to-date with changes to your personal information (such as your name or address)

#### **Access to and correction of your personal information**

You may be entitled to have access to any personal information relating to you which we possess, except in some circumstances provided by the Act or in law. For example, we may refuse access where:

- the information may have an unreasonable impact on the privacy of others
- the request is frivolous or vexatious
- the information relates to existing or anticipated legal proceedings and would not be accessible by the process of discovery in those proceedings
- the information would reveal our intentions in relation to negotiations in such a way as to prejudice those negotiations
- denying access is required or authorised by or under an Australian law or a court/tribunal order
- providing access would reveal evaluative information generated by us in connection with a commercially sensitive decision-making process

If we make a correction to your personal information, we may retain a copy of the previous information for our records or as required by law. If you wish to access your personal information please write to The Privacy Officer, JK Corporate Resourcing Pty Ltd, [admin@jkcr.com.au](mailto:admin@jkcr.com.au). In most cases we do not charge for receiving a request for access to personal information or for complying with a correction request.

#### **Do we transfer information overseas?**

JK Corporate Resourcing does not transfer or hold any information overseas.

#### **Complaints**

If you have a complaint, please either email us at: [admin@jkcr.com.au](mailto:admin@jkcr.com.au) or write to us at PO Box 1164, Castle Hill, NSW 1765 and our Privacy Officer will then attempt to resolve the issue or complaint.

When we make our decision, we will also inform you of your right to take the matter to the Office of the Australian Information Commissioner (OAIC) if you are not satisfied. In addition, if you have not received a response from us of any kind to your complaint within 30 days, then you may have the right to take the matter to the OAIC (contact details are provided below). If you would like further details of our Privacy Complaints Handling Procedure, please contact our Privacy Officer using the contact details listed above.

#### **How to contact us**

If you wish to gain access to your personal information, want us to correct or update it, have a complaint about a breach of your privacy, or have any other query relating to our Privacy Policy, contact our Privacy Officer during business hours on:

Telephone: 1300 652 920

Facsimile: 1300 610 294

Email: [admin@jkcr.com.au](mailto:admin@jkcr.com.au)

Mail: Att: Privacy Officer, PO Box 1164, Castle Hill NSW 1765

We welcome your questions and comments about privacy. This Privacy Policy is current from 14 October 2021.

If this Privacy Policy or any part thereof is amended or modified in the future, the revised version will be available by contacting our office or on our website. You can also obtain information on privacy issues in Australia on the Office of the Australian Information Commissioner ("OAIC") website at [www.oaic.gov.au](http://www.oaic.gov.au) or by contacting the OAIC by email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) or by calling on 1300 363 992.