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Privacy

At Adaptive Workplace Solutions, we are committed to ensuring your privacy and adhere to the 10 National Privacy Principles (NPPs), as set out in the Privacy Act 1988 (amended by the Privacy Amendment [Private Sector] Act 2000).

Why do we require your personal information?

The personal information collected and maintained by Adaptive Workplace Solutions comprises of your name, address, and contact details. We also collect sensitive information which comprises of information specific to your injury, health and to the services being provided to you. We require your written consent to collect this information. The primary purpose of collecting your information is to provide you with rehabilitation services and to provide rehabilitation reports as necessary.

Use and disclosure of your personal information

To effectively assist you, we collect and may disclose information to your insurer and any other parties associated with your claim. Your private information will not be disclosed to anybody other than for its intended primary purpose or for administrative purposes. 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.

Data security, storage and maintenance

Adaptive Workplace Solutions ensures that your personal information is stored securely and is only accessible to authorised employees.

Contacting us about access and correction of your personal information

Adaptive Workplace Solutions aims to ensure that your personal information is accurate, up-to-date and complete, however if your details change please notify us so that we can update your records. You have the right of access to, and alteration of your personal information concerning yourself in accordance with the Act.

Please contact us if you:

- would like to seek access to or revise your personal information,
- feel that the information we currently have on record is incorrect or incomplete,
- believe that the privacy of your personal information with Adaptive Workplace Solutions has been interfered with.

In these cases, you are entitled to raise your concerns. Your requests or concerns will be managed and resolved through our internal Privacy and Access to Personal Information Procedure.

If you would like any further information relating to our privacy policy, please contact us. Please be aware that a small administrative fee may apply and that it can take up to 14 days to process your request.