



Adaptive Workplace Solutions

The Privacy Act

Protecting your privacy and the confidentiality of your personal information is important to us, as it is fundamental to the way we conduct business.

Contact us

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Office locations

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26 Hack Street, Mount Barker

The Privacy Act and how it affects you

Adaptive Workplace Solutions is covered by the ten National Privacy Principles (NPPs) as set out in the Privacy Act 1988 (amended by the Privacy Amendment [Private Sector] Act 2000). We are sensitive to the privacy of individuals and are serious in the ongoing trust our clients have placed in us.

Why do we require your personal information?

The personal information collected and maintained by Adaptive Workplace Solutions comprises 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 ensure you are fully supported with your rehabilitation.

The use and disclosure of your personal information

To effectively assist you, we collect and disclose information to your insurer and any other parties associated with your claim. Your private information will not be disclosed to any other person other than parties who you have provided authority to do so and will only be used for its intended primary purpose or for administrative purposes. In exceptional circumstances such as legal reasons, serious threat to life of 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 Return to Work/WorkCover Authority in your state with information from your file.

Data security, storage and maintenance

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

Access and correction of your personal information

Adaptive Workplace Solutions aims to ensure that your personal information is accurate, up-to-date and complete at all times. You have the right of access to including alteration of your personal information concerning yourself in accordance with the Act.

Please contact the Director or Office Manager, Adaptive Workplace Solutions, 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.

*Note. Please be aware that a small administrative fee may apply and that it can take up to 14 days to process your request.