



PRIVACY POLICY

Use and Disclosure of Personal Information

ResolutionsRTK is committed to respecting your privacy and wish to ensure that you are not only aware of our Privacy Policy but provide your informed permission for us to collect, use and disclose your personal information for the purpose of ensuring the successful implementation of your assessment, rehabilitation or service plan.

Your personal information is important to us

ResolutionsRTK recognises that your privacy is very important to you and that you have a right to control your personal information. We know that providing personal information is an act of trust and we take that seriously. Unless you give us explicit consent to act otherwise, the following policy will govern how ResolutionsRTK handles your personal information and safeguards your privacy. ResolutionsRTK is committed to protecting your personal information and giving you a choice in who can use your personal information and how it can be used.

Collecting personal information about you

If you are referred to ResolutionsRTK for any of the following services, we will collect personal information about you to help us plan and deliver a high quality service:

- occupational rehabilitation
- employee assistance program
- management consulting

At the outset, we collect information from you directly and also from time to time thereafter if you provide us with additional information. If necessary personal information is not provided, we will be unable to ensure the successful implementation of the requested service.

Once you are a client, we maintain a hard copy record that details the history of your transactions with ResolutionsRTK. We also keep summary information about you electronically on our database. This electronic information is used only to assist us to plan and provide services to you as well as to assist with administration activities such as file allocation, quality management and invoicing. Individuals accessing services under an employee assistance program are electronically registered as numbers to ensure anonymity for invoicing purposes.

Storage and security of your personal information

ResolutionsRTK will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date. Your information is stored in a file and held securely at our head office sites - in Prahran if you live in Victoria and Glebe if you live in New South Wales. It is important to note that any personal information provided or forwarded to a ResolutionsRTK staff member will be treated in the strictest confidence at all times.

Data quality

ResolutionsRTK will take reasonable steps to ensure that personal information it collects, uses or discloses is accurate, complete and up to date.

Data security

ResolutionsRTK has taken reasonable steps to ensure that information it collects is protected and kept secure. We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure.

Access to information collected

ResolutionsRTK has a procedure in place that allows you to have access to information that is collected about you. To gain access to information, simply call the Privacy Officer in your state (see contact details below). You will need to complete a Release of Information Request Form. However there are limited circumstances in which access to an individual's personal information will be allowed. If access to information is denied, ResolutionsRTK will provide reasons for the denial. All requests for access will be acknowledged within 14 days. Access to any information requested will take place within 30 days.

Please note that ResolutionsRTK may impose a charge for providing access to information where copying or additional administration is required.

Correction of information

ResolutionsRTK endeavours to ensure that all information is accurate and kept up to date. Therefore, you are encouraged to telephone or write to ResolutionsRTK to advise us of any change in your personal circumstances.

Making information available for another health service provider

ResolutionsRTK will make your health information available to another health service provider if you request that this occur.

What to do if you have a problem or question

If ResolutionsRTK becomes aware of any ongoing concerns or problems you may have, we will take these matters seriously and work to address these concerns. If you have any further queries relating to our privacy policy, or you have a problem or complaint please contact the Privacy Officer on (03) 9529 6600 or write to:

The Privacy Officer
ResolutionsRTK
466 Malvern Road
PRAHRAN VIC 3181

Future changes

From time to time, our policies will be reviewed and may be revised. ResolutionsRTK reserves the right to change its privacy policy at any time.

Further information on privacy

For more information about privacy issues in Victoria, please call the office of the Health Service Commissioner on 8601 5200 or visit the website at www.health.vic.gov.au/hsc/. You can also contact the Australian Federal Privacy Commissioner at www.privacy.gov.au or call on 1300 363 992.