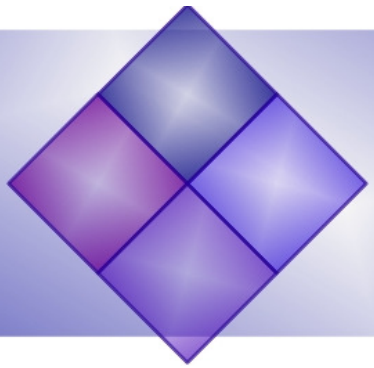


Privacy Statement

Interact Injury Management



Protecting your privacy and the confidentiality of your personal information is important to us, as it is fundamental to the way we conduct business. Interact Injury Management is sensitive to privacy issues and treats very seriously the ongoing trust our clients have placed in us. You can be reassured that Interact Injury Management has best practice procedures in place for handling and protecting your private information.

Why do we require your personal information?

The personal information collected and maintained by Interact Injury Management comprises your name, address, contact details and information specific to your injury, health and to the services being provided to you.

Due to the sensitive nature of the information we must obtain your written consent to proceed with our services. The primary purpose of collecting information is to assist you to return to work.

Use & Disclosure of your personal information

To effectively assist you we must exchange information between your doctor, other treating providers, employer, insurer and any other parties associated with the services we provide to you.

Your private information will not be disclosed to anybody else other than for its intended primary purpose. There may be some circumstances such as legal reasons or serious threat to life, or the health and safety of an individual where your personal information may be disclosed.

From time to time, we may also be obliged to provide relevant government authorities or bodies with information from your file.

Storage and Maintenance

Interact Injury Management ensures that your personal information is stored securely and is only accessible to authorised personnel.

Contacting us about access and correction of your personal information

Interact Injury Management aims to ensure that your personal information is accurate, up to date and complete at all times.

If you would like to access, or revise your personal information, or feel that the information we currently have on record is incorrect or incomplete you can contact your Consultant to discuss this or email privacy@iim.net.au.

In some instances it may not be possible to provide you with complete access if the request relates to existing or anticipated legal proceedings, or it would have an unreasonable impact upon the privacy of others, or pose a serious threat to the health or life of any individual and other circumstances as set out in Guidelines on Privacy in the Private Health Sector Act 2001.

Where it is possible for you to access your information this can be done via discussion with your consultant.

This may take up to 14 days to arrange once the request has been received in writing.

If you wish to correct information your Consultant will make the appropriate notes. The original information will also remain on your file.

If you require access to reports received by third parties you will need to contact those parties directly. If you would like to raise any concerns regarding the privacy of your information you can speak directly with your Consultant or with the Manager of the office you are dealing with.

Interact Injury Management will endeavor to assist you with your concerns at all times.

Managing Director – Nikki Brouwers

www.iim.net.au

