

LHS Privacy Statement

Lifeworks Health Services (LHS) values your trust and take your personal privacy seriously, we recognise that you have a right to control, and have access to, your personal information that we hold on you

LHS applies the Australian National Privacy Principles set out in the Privacy Act 1988 to all of our policies and procedures. LHS applies these principles to the collection, handling, use, storage and disclosure of information obtained in the ordinary course of our business providing allied healthcare services and training.

LHS may, in carrying out its business directly or indirectly collect personal or sensitive information about you, your business or your workers, for the purpose of assisting with our services.

We will collect personal information so that we can develop and identify services and products that may be of interest to you, unless you advise us not to. The usual type of information includes, but is not limited to, your email address, phone number, postal address, workers compensation insurance details, as well as records of injury and claims history from the relevant claims, agent or insurer.

LHS will not use or disclose any information about you without your consent, nor will we access your communications on our website, unless required to by law. If you would prefer not to provide the information we may not be able to provide the services or products that are appropriate to your circumstances.

We may discuss our clients' health information only with any authorised person or body directly associated with their case. This may include their nominated treating doctor, their employer's nominated representative, the Insurer, other specialists (e.g. Physiotherapists, Vocational Counsellors).

We will not disclose the client's health information to any person not directly involved in their case without the client's express consent (e.g. family members).

We require that all clients sign the consent form relating to the collection of their health information.

We expect that the information you provide is accurate to the best of your knowledge at the time at which you provide the information. When and where here relevant, you must meet the requirements of the National Privacy Principles if you collect, use or handle personal information on our behalf.

Our policy is to protect and safeguard any personal information obtained by LHS in accordance with Australian laws governing the protection of personal information and data. Accordingly, LHS adheres to practices and policies that aim to safeguard the data.

LHS endeavour to ensure the security of the information we collect and take all reasonable measures to ensure it is not misused, lost, modified or disclosed to unauthorised parties. Information may be stored electronically or in hard copy.

The software we use process data solely in data centres located in Australia. Our software provider has adopted reasonable physical, technical and organizational safeguards which substantially mirror the EU safeguards against accidental, unauthorized or unlawful destruction, loss, alteration, disclosure, access, use or processing of the Users data.

LHS will promptly notify the concerned parties in the event of any known unauthorized access to, or use of, the User's data and where appropriate, will notify the [Office of the Australian Information Commission](#).

For more information about privacy issues in Australia and protecting your privacy please visit the [Office of the Australian Information Commission](#).

For further information regarding our privacy policy and procedures please contact info@lhs.net.au or call us 1300 350 421

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