



Privacy Policy

Purpose

The purpose of this document is to outline the AMR policy in relation to Privacy. This Policy is designed to clearly communicate to you how AMR handles your health information. It will provide you with a better and more complete understanding of the type of personal information that AMR holds about you and the way AMR handles that information.

Scope

This policy has application to the Board of Directors and all employees working with AMR.

Policy

AMR must comply with the requirements of the Privacy Act 1988 (Cth) as amended from time to time ("the Act"). The core requirements of the Act are set out in the Australian Privacy Principles ("APPs"). The APPs sets out how AMR should collect, use, keep secure and disclose personal information. The APPs also give individuals a right to know what information AMR holds about him or her and a right to correct it if it is wrong.

Application of this Policy

AMR is committed to complying with the requirements of the Act. This statement sets out the AMR policy for handling personal information collected when dealing with patients, business partners, related companies and health service providers. From time to time, AMR may modify this policy statement as a result of an update or change in the services we provide. Where this occurs we will publish changes on the company web site www.paramedical.com.au.

What personal information does AMR collect?

"Personal Information" is any information or opinion from which an individual's identity may be ascertained. AMR only collects information that is necessary to assist in providing services. AMR collects information from you that is necessary to provide you with health care services.

Often this may include collecting information about your health history, family history, your ethnic background or your current lifestyle to assist the health care team in diagnosing and treating your condition. AMR generally collects personal information such as an individual's name, address, e-mail address, date of birth and other related information including medical and hospital history information.

AMR will usually collect your health information directly from you however; we may need to collect information about you from a third party (such as a relative or another health service provider).

This will only be done if you have consented for us to collect your information in this way or where it is not reasonable or practical for us to collect this information directly from you, such as where your health may be at risk and we need your personal information to provide you with medical treatment.

Why does AMR collect and use this information?

AMR does not collect personal information unless it first asks its patients or the individual for it. AMR only uses your personal information for the purpose you have given the information to us unless one of the following applies:

- The other purpose is directly related to the purpose for which you have given us the information and you would reasonably expect, or we have told you, that your information is usually disclosed for another purpose or to other individuals, organisations or agencies;
- Claim processing in relation to patient transport, training or WIRS that have been incurred by patients. Internal business operations such as planning, product development, research and reporting to AMR related companies
- Enabling the AMR to comply with legislative requirements for the collection of and submission of health related data to Government agencies
- You have consented for us to use your information for another purpose
- AMR is required or authorised by law to disclose your information for another purpose
- The disclosure of your information by AMR will prevent or lessen a serious and imminent threat to somebody's life or health or
- The disclosure of your information by AMR is reasonably necessary for the enforcement of the criminal law or a law imposing a penalty or sanction, or for the protection of public revenue.

Disclosure of Personal Information

Modern health care practices mean that your transport or treatment will be provided by a team of health care professionals working together to ensure the best possible clinical outcome. As a result of your injury or illness you may be referred for further treatment (physiotherapy, radiology) and your information may be shared by these health professionals. This process will be undertaken whilst maintaining confidentiality of all your personal and confidential information. Information will be disclosed only to those health care workers involved in your treatment.

AMR, in using personal information for the above purposes, may need to disclose personal information to various organisations and /or parties including the employers, institutions, insurance companies and contracted service providers, business partners and related organisations.



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Where such information is provided to another organisation, AMR will ensure that the other organisation commits to the preservation of privacy and compliance with the Australian Privacy Principles in respect to those transactions. AMR may provide your de-identified health information to State and/or Commonwealth Government agencies to assist in research and future prevention/management of occupational injury and disease, in accordance with legislative requirements.

How does AMR protect personal information?

AMR exercises great care to protect the personal information held. This includes, among other things, using secure information technology techniques such as firewalls, encryption and password protection. Internally, AMR restricts access to personal information to employees or parties who need access to the information in order to do their jobs. These employees or parties are limited in number, and are committed to maintaining confidentiality. In dealing with patients or customers, AMR will identify those persons as necessary before personal information is disclosed or discussed.

How can you help protect your information?

If you are providing personal information to or receiving personal information from AMR, you are requested to take all necessary steps to ensure that it is accurate, complete and up to date.

How can you correct, access and update your information?

An individual may view his or her personal information at any time (subject to the Act) and tell us if he or she believes the information is incorrect by contacting AMR at the address below.

What to do if you have a complaint?

Any complaint regarding a possible breach of privacy by AMR should be directed to the Privacy Officer at the following address:

By letter: 91 Kurrajong Avenue Mt Druitt NSW 2770

By email: admin@amr-aus.com.au

By telephone: +61 (2) 9608 0222

By facsimile: +61 (2) 9608 0333