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Privacy Policy

1. Objective

Aspen Medical is committed to complying with the *Privacy Act 1988* (Cth) (the **Act**). The Act is an Australian law which regulates the handling of personal information about individuals. The 13 Australian Privacy Principles (**APP**) are contained in Schedule 1 of the Act. The APPs provide guidance on how personal information is to be managed by organisations such as Aspen Medical.

2. Scope

This policy applies to the management of personal information collected by Aspen Medical.

This policy **does not apply** to employee records. Employee records are exempt under the section 7B (3) of the Act.

3. The Privacy Framework

The APPs are grouped into 5 parts that direct how personal information is to be regulated by Aspen Medical:

- Part 1 – Consideration of personal information privacy (APP 1 and 2)
- Part 2 – Collection of personal information (APP 3, 4 and 5)
- Part 3 – Dealing with personal information (APP 6, 7, 8 and 9)
- Part 4 – Integrity of personal information (APP 10 and 11)
- Part 5 – Access to, and correction of, personal information (APP 12 and 13)

4. Definitions

Term	Definition
Employee	has the same meaning as under the Fair Work Act 2009.
Employee record	means all records relating to the employment of an individual but excludes workplace emails and other surveillance records.
Health information	is a subset of personal information and means:

	- information or an opinion about: - the health, including an illness, disability or injury, (at any time) of an individual or or - an individual's expressed wishes about the future provision of health services to the individual; or - a health service provided, or to be provided, to an individual; that is also personal information; or - other personal information collected to provide, or in providing, a health service; or - other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or - genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.
Health service	means an activity performed in relation to an individual is a health service if the activity is intended or claimed (expressly or otherwise) by the individual or the person performing it: - to assess, maintain or improve the individual's health; or - where the individual's health cannot be maintained or improved—to manage the individual's health; or - to diagnose the individual's illness, disability or injury; or - to treat the individual's illness, disability or injury or suspected illness, disability or injury; or - to record the individual's health for the purposes of assessing, maintaining, improving or managing the individual's health.
Individual	means a person for whom Aspen Medical has collected or holds personal information and includes workplace participants and patients and individuals requesting copies of their health service records held by Aspen Medical.

Other workplace participants	means individuals employed by Aspen Medical customers or prospective Aspen Medical customers who do not receive health services, and also contractors, subcontractors, and agents of Aspen Medical or any subsidiary company or organisations of Aspen Medical.
Patient	means an individual who has been provided with health services by Aspen Medical.
Personal information	is any information or any opinions (including that stored in databases), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. Personal information includes sensitive information.
Sensitive information	means: - Information or opinions about an individual's: - racial or ethnic origin; or - political opinions; or - membership of a political association; or - religious beliefs or affiliations; or - philosophical beliefs; or - membership of a professional or trade association; or - membership of a trade union; or - sexual preferences or practices; or - criminal record; that is also personal information; or - health information about an individual; or - genetic information about an individual that is not otherwise health information.

5. The kinds of personal information that Aspen Medical collects and holds (APP 1.4(a))

5.1 Personal information and sensitive information collected and held to provide health services to patients

Aspen Medical collects and holds the following types of personal and sensitive information about patients to enable Aspen Medical to provide health services:

- name and other personal identifiable information (including mobile phone, home and email address) ;
- current job location;
- current employer or prospective employer
- health information about an individual that is relevant to provide health services, including health service examinations required by an individual's employer or prospective employer;
- racial or ethnic origin;
- sexual orientation or practices if relevant to providing health services.

5.2 Personal Information and sensitive information collected and held from individual job applicants

Aspen Medical collects the following types of information from individuals who apply for employment with us:

- name and other personal identifiable information (including mobile phone, home and email address);
- employment history contained in curricula vitae;
- membership of a professional or trade association;
- history of any disciplinary or performance matters;
- information relating to any investigations and findings of any registration authority or statutory authority relevant to the professional standing of the applicant;
- qualifications;
- information to allow for clinical credentialing (where applicable);
- information contained in internet searches and social media searches about the individual that are relevant to the purposes of assessing for suitability of employment;
- information from employers, other than the current employer, regarding suitability for employment, including reference checks;
- insurance-related information;
- personal and emergency contact details;
- salary or wage information;
- health information relevant to the performance of particular role;
- criminal record check.

5.3 Personal information information collected and held from other workplace participants

In the course of providing various services to Aspen Medical's customers, in marketing activities relating to existing and prospective customers, and in Aspen Medical seeking

services from third parties Aspen Medical collects and holds the following types of personal information about these individuals (workplace participants):

- name and other personal identifiable information (including mobile phone, home and email address, employer issued photo identification or government issued photo identification);
- current employer;
- employment history contained in curricula vitae;
- qualifications;
- clinical credentialing information of health practitioners;
- information contained in internet searches and social media searches about the applicant that are relevant for the purposes of assessing for suitability of engagement;
- insurance-related information;
- terms and conditions of engagement;
- personal and emergency contact details;
- performance or conduct records;
- salary or wage information,
- details of any training; discipline, resignation or termination records;
- collection of sensitive information being membership of a political association (only collected for employees of current and prospective government clients).

5.4 Requests for personal and/or sensitive information collected and held by Aspen Medical

In the event an individual requests copies of health information or health service records held by Aspen Medical, the following types of personal information will be collected to verify the identity of the individual making the request:

- name and other personal identifiable information (including mobile phone, home and email address, government issued photo identification).

6. How Aspen Medical collects and holds personal information (APP 1.4(b))

- 6.1 Aspen Medical will usually collect personal information directly from individuals. Sometimes, Aspen Medical may collect information about individuals from a third party, but only where the individual has consented to the collection of information in this way or where it is not reasonable or

practical for Aspen Medical to collect this information directly from the individual.

- 6.2 Aspen Medical holds personal information in a manner that ensures the security and integrity of the information is maintained and that prevents unauthorised access or use.

7. The purposes for which Aspen Medical collects, holds, uses and discloses personal information (APP 1.4(c))

7.1 Collects

Aspen Medical collects personal information from individuals so that it can meet the service requirements of its clients. We collect health information from patients so that we can provide health services. We collect information from job applicants and workplace participants so that we may determine suitability for engagement.

7.2 Holds

Aspen Medical holds personal information in accordance with relevant state, territory and federal laws. Aspen Medical takes all reasonable steps to ensure the security and integrity of the records.

Personal information in hard copies are kept securely in locked facilities or locked storage units. Electronic copies of personal information are kept secure by limiting access on a need-to-know basis and by using password protected systems.

7.3 Uses and disclosures

Aspen Medical only uses personal information for the purpose for which the information was collected. APP 6 differentiates between the particular purposes (primary purpose) for which the information was collected and another purpose (secondary purpose). Where Aspen Medical collects information for a primary purpose it will only disclose information for a secondary purpose if the individual has consented to the use or disclosure; or one of the following apply:

- the individual would reasonably expect the APP entity to use or disclose the information for the secondary purpose and the secondary purpose is:
 - if the information is sensitive information — directly related to the primary purpose; or
 - if the information is not sensitive information — related to the primary purpose; or
- the use or disclosure of the information is required or authorised by or under an Australian law or a court/tribunal order; or
- a permitted general situation exists in relation to the use or disclosure of the information by the APP entity; or
- a permitted health situation exists in relation to the use or disclosure of the information by the entity; or

- the APP entity reasonably believes that the use or disclosure of the information is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

8. How an individual may access personal information held by Aspen Medical about themselves and seek the correction of such information (APP 1.4(d))

- 8.1 Individuals have a right to access personal information that Aspen Medical holds, subject to exemptions contained within the Act. Individuals can also request an amendment to their records should they believe that it contains inaccurate information.
- 8.2 Aspen Medical will allow access to or make the requested changes unless there is a reason under the Act or other relevant law to refuse such access or to refuse to make the requested changes.
- 8.3 If Aspen Medical does not provide access to records, a reason for this denial will be provided to the individual applicant.
- 8.4 If Aspen Medical does not agree to change a record, in accordance with a request, we will permit an individual applicant to make a statement of the requested changes and Aspen Medical will enclose this statement with the record.
- 8.5 Requests to obtain access to, or request changes to, records can be made by email to privacy@aspenmedical.com.
- 8.6 Aspen Medical will provide a response to requests for records in a reasonable time.
- 8.7 Aspen Medical may recover reasonable costs associated with supplying this information.

9. How an individual may complain about a breach of an APP and how Aspen Medical will deal with such a complaint (APP 1.4(e))

9.1 Complaints

If an individual believes there has been a breach of the APP, a complaint should be sent by email to privacy@aspenmedical.com.

9.2 Complaint with the Office of the Australian Information Commissioner (OAIC)

If an individual who has lodged a complaint as required under 10.1, and is dissatisfied with Aspen Medical's response to the complaint, or if Aspen Medical has not responded to the complaint within 30 days, the individual may lodge a complaint with OAIC. Please consult the OAIC's website (<https://www.oaic.gov.au>) for the most up to date information regarding lodging a complaint.

10. Disclosure of personal information to overseas recipients (APP 1.4(f) and APP 1.4(g))

Aspen Medical will not disclose an individual's personal information to overseas recipients without obtaining the individual's express consent prior to any disclosure and informing the individual of the countries in which the overseas recipients are likely to be located.