



Privacy Policy

Use and Disclosure of Personal Information

Converge International 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, mental fitness or service plan.

Your personal information is important to us

Converge International 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 Converge International handles your personal information and safeguards your privacy. Converge international 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 Converge International for any of the following services, we collect personal information about you to help us plan and deliver a high-quality service:

- Employee assistance program
- Management consulting
- Psychometric assessments

At the outset, we collect information from you directly that is reasonably necessary for us to plan and deliver a high-quality service. This may include your name, address, contact details and information relevant to the purpose of providing the services, and sensitive information about you including your gender, date of birth, health, ethnic group that are relevant for the proper provision of the high-quality service we deliver. If necessary information is not provided, we will be unable to ensure the successful implementation of the requested service.

Once you are a client, some information about you is recorded in paper files that we store securely. We also keep summary information about you electronically on our database. This electronic information is only used to assist us to plan and provided 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

We implement and maintain processes and security measures to protect personal information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure.

These processes and systems include:

- the use of identity and access management technologies to control access to systems on which information is processed and stored;

- requiring all employees to comply with internal information security policies and keep information secure;
- requiring all employees to complete training about information security; and
- monitoring and regularly reviewing our practise against our own policies and against industry best practice.

Data Quality

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

Access to information collected

Converge 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. 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, Converge will provide reasons for the denial. All requests for access will be acknowledge within 14 days. Access to any information requested will take place within 30 days.

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

Correction of information

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

Making information available for another health service provider

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

Overseas Disclosure

We will not disclose your personal information to other third parties except with your express consent and as permitted under contract or law. Converge has taken reasonable steps to make sure such third parties will not breach the Privacy Act 1988 (Cth) (Act) and applicable jurisdictional privacy legislation. The likely countries that information may be sent is New Zealand, Canada and United States of America.

If you do not agree to the transfer of your personal information outside Australia, you should contact Converge International's Privacy Officer at:

Post: Privacy Officer, Converge International, Level 5, 255 Bourke Street, Melbourne, Victoria, 3000

Email: privacy@convergeintl.com.au

Phone: 1300 687 327

Mandatory Notifiable Data Breaches

Converge will comply with the notification and other requirements of the Act where your personal information held by us has been inadvertently lost or disclosed or improperly accessed and that loss, disclosure or access may result in serious harm to you.

What to do if you have a problem or question

If Converge 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 further queries relating to our Privacy Policy, or you have a problem or complaint please contact the Privacy Officer at:

Post: Privacy Officer, Converge International, Level 5, 255 Bourke Street, Melbourne, Victoria, 3000

Email: privacy@convergeintl.com.au

Phone: 1300 687 327

Future changes

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

Further information on privacy

For more information, you may approach an independent advisor or contact the Office of the Australian Information Commissioner (www.oaic.gov.au) for more information.