



# Privacy policy

## Use and Disclosure of Personal Information

### Purpose and Scope

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, rehabilitation or service plan.

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 inform how Converge International handles your personal information and safeguards your privacy. We are committed to protecting your personal information and giving you a choice in who can use your personal information and how it can be used.

The Australian Privacy Principles (APP) regulate the handling of personal information by Australian government agencies and some private sector organisations and our Privacy policy reflects the APPS as they relate to our services.

### Policy

#### Collecting and using your personal information

As part of the services Converge International delivers, we need to collect and retain a range of personal information to assist in providing professional counselling and consulting services. If you are referred to Converge International for any of the following services, we will collect personal information about you to help us plan and deliver a high quality service:

- occupational rehabilitation
- employee assistance program
- management consulting

At the outset, we collect information from you directly and also from time to time thereafter if you provide us with additional information. We will request information about you only from you. You can choose not to identify yourself or use a pseudonym. However, if necessary personal information is not provided, we will be unable to guarantee the successful implementation of the requested service.

Once you are a client, we maintain a hard copy record that details the history of your transactions with Converge International. We also keep summary information about you electronically on our database. This electronic information is used only to assist us to plan and provide 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**

Converge International will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date. We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. Your information is stored and held securely at our office sites to ensure that it is protected from unauthorised use or access.

It is important to note that any personal information provided or forwarded to a Converge International staff member will be treated in the strictest confidence at all times. Converge International will not use or disclose any personal information that it holds about you for the purposes of direct marketing.

## **Access to information collected**

Individual clients may request access to any personal information Converge International holds about them in line with the Australian Privacy Principles (APP). Converge International has a procedure in place that allows you to have access to information that is collected about you. To gain access to information, you can contact the Privacy Officer (see contact details below). You will need to complete a Release of Information Request Form.

In accordance with the APPs there are circumstances in which access to an individual's personal information will not be permitted. If access to information is denied, Converge International will provide reasons for this. All requests for access will be acknowledged within 14 days. Access to any information requested will take place within 30 days. Please note that Converge International may impose a charge for providing access to information where copying or additional administration is required.

## **Correction of information**

We will take reasonable steps to ensure that personal information we collect, use or disclose is accurate, complete and up to date. If you find personal information held by Converge International to be inaccurate or incomplete, we will take reasonable steps to correct the information. Where your information has been previously passed onto third parties with your consent (such as another health service provider) Converge International will take reasonable steps to notify third parties.

## **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. You will be asked to provide us with written consent of this request. We will not use or

disclose your information for another purpose other than the services for which we have been engaged without your consent.

### **What to do if you have a problem or question**

We are committed to respecting your privacy and take any issues you may have about this seriously. If you are concerned about any aspect related to the privacy of your personal information or if you have any queries relating to our Privacy policy please contact the Privacy Officer on (03) 8681 2444 or write to:

The Privacy Officer  
Converge International  
Level 5, 255 Bourke Street  
Melbourne VIC 3000

### **Further information on privacy**

This Privacy policy is made available to all employees, contractors and clients and is available on our website [www.convergeinternational.com.au](http://www.convergeinternational.com.au). For more information about privacy issues please contact The Office of the Australian Information Commissioner on 1300 363 992 or [enquiries@oiac.gov.au](mailto:enquiries@oiac.gov.au). You can also visit their website [www.oaic.gov.au](http://www.oaic.gov.au).