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## PRIVACY POLICY

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Health & Immunisation Management Services (HAIMS) is committed to client service and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the 13 Australian Privacy Principles (APPs) contained in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (previously the *Privacy Act 1988*). The APPs come into effect on 12 March 2014. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au).

### WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

Personal Information is information or an opinion that identifies an individual.

Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers. This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website [www.haims.com.au](http://www.haims.com.au) and from third parties. We don't use cookies. We don't guarantee website links or policy of authorised third parties (refer Disclaimer).

We collect your Personal Information for the primary purpose of providing our services to you (APP 5 and APP 6), providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time; all you need to do is let us know.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### SENSITIVE INFORMATION

Sensitive information is defined in *the Privacy Act* to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained (APP 6 & 7);
- for a secondary purpose that is directly related to the primary purpose;
- with your consent; or where required or authorised by law.

### THIRD PARTIES

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take all reasonable steps to ensure that you are made aware of the information provided to us



by such third party. APP 9 relates to the use of a third party identifier as provided or used by a government agency. HAIMS will make every reasonable effort not to use government identifiers to identify an individual.

**DISCLOSURE OF PERSONAL INFORMATION**

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.
- no information we collect is provided to a cross border organisation (APP 8)

**SECURITY OF PERSONAL INFORMATION**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure (APP 11).

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

**ACCESS TO YOUR PERSONAL INFORMATION**

APP 12 provides you with the right to access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please make out your request to us in writing. HAIMS will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing such information.

**MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION**

It is an important part of providing our services to you that your Personal Information is up to date. APP 10 and APP 13 provides that we take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. It is important that you advise us at the earliest opportunity of any changes to your Personal Information so that our records can be updated.

**POLICY UPDATES**

This Policy may change from time to time. The HAIMS Privacy Policy is available at our office or on our website to anyone who requests it.

<b>COMPLAINTS</b>	<b>PRIVACY POLICY ENQUIRIES</b>
You can lodge a complaint with us about any perceived breach of our Privacy Policy and our privacy obligations to you by contacting us.	If you have any queries about our Privacy Policy please contact our office at Health and Immunisation Management Services situated at Suite 2, 32 West Thebarton Road, Thebarton SA 5031 or via email, Admin@haims.com.au.