

Privacy Policy

This Privacy Policy sets out how PIRKS manages the personal and sensitive information we collect, use, hold or disclose and how to contact us if you have any further queries about our management of such information.

We review our privacy policy on a periodic basis. An up to date copy will always be available on our website and can also be requested by contacting us using the details below.

Statement of Commitment

Privacy is very important to PIRKS. We are committed to protecting and ensuring, as far as possible, the confidentiality and security of any personal and/or sensitive information that we may collect, use and hold.

Our privacy policy has been formulated to comply with the Federal Privacy Act 1988 (Cth) and the Australian Privacy Principles, and other applicable State/Territory Health Records Acts. This applies to any personal information we collect, use, hold or disclose, including the personal information of and from clients, including information they share with us, employees, stakeholders, and contractors as well as visitors to our website.

How does PIRKS define personal and/or sensitive information?

Personal information is any information from which an individual can be identified, such as name, address, date of birth, financial information, email, phone number and photographic identification.

Personal sensitive information includes but is not limited to health records and information about ethnicity, religion, sexual preference, forensic and criminal history, education, occupational details and work history, lifestyle activities, political affiliations or views and financial and biometric data including credit card details.

Any reference to personal information throughout this privacy policy refers to both personal and sensitive information as defined above.

Collection of personal information

Personal information may be collected directly from the individual to whom it pertains, via forms, over the internet, email, text messaging or via direct conversation face to face, over the phone or via video conferencing. Information may also be collected from third parties who have been asked to provide the information to us, and are permitted to share it, usually the person or organisation using our services or the representatives (legal or otherwise) of the individual.

This also includes treating healthcare providers past and present, government entities, law enforcement agencies, public registries and the like. Information may also be collected from other sources such as social media.

We only collect information through lawful and fair means. It is a requirement that any person or organisation providing any personal or sensitive information to PIRKS has the consent of the individual to whom the information pertains, prior to that information being disclosed to us.

How is the information used and/or disclosed?

Any personal information we collect is used only for the purpose for which it was collected, and disclosed to the person or organisation that engages us, or as otherwise required by law. We do not use or disclose personal information for any purpose that is unrelated to the services we provide, the usual operations of our business and what one would not reasonably expect (except with individual consent).

Information will be used in a variety of ways, depending on the type of information, we may use it to contact individuals, to deliver or communicate regarding our services, to manage the business, recruitment, to provide education, seminars, collate data and also to evaluate our services.

Personal information is disclosed in the medico-legal report or service provided to the person or organisation that has engaged our services.

How we hold personal information

We take all reasonable steps to ensure protection of any personal and sensitive information that we hold from misuse and/or loss, and to protect it from unauthorised access, modification and/or disclosure.

Information may be stored in a variety of formats both electronic and hard copy. We have strict processes and procedures in place to safeguard information from being compromised, including but not limited to restricted access, confidentiality agreements with staff, contractors, and specialists, and we will take reasonable steps to destroy or permanently de-identify any personal or sensitive information we hold that is no longer required for any purpose, subject to any retention requirements specified by applicable State/Territory Health Records Acts.

Can an individual access their own personal information?

Individuals can request for access to their personal information held by PIRKS by written request.

If you are an individual requesting information from us, please provide as much detail as possible regarding the information requested and the form in which you wish the information to be provided. We may need to verify your identity. We will endeavour to respond to any request in a reasonable period, usually within 30 days.

Please be aware that in extenuating circumstances, access may be denied, such as where an exemption applies in accordance with the privacy act.

There are no charges for requesting access to information, however, we reserve the right to levy a reasonable charge associated with the cost of providing access to the information. Details of fees can be provided on request.

How We Protect Your Personal Information

We may need to store yours and your client's personal information on hard copy or on electronic systems which are secured against unauthorised access via a number of security measures. These security measures include:

- Company phones, laptops and computers kept with staff or in secure location.
- Strong password protection on all devices storing personal information.
- Strong password protection on all online locations storing personal information
- Any documents containing personal information that is no longer required are depersonalised.
- Information and access to storage locations of information only provided to approved individuals who have signed appropriate and legally binding non disclosure agreements.

Data Breach

In the unlikely event of a data breach, PIRKS will alert all individuals and entities who are reasonably suspected of being affected. PIRKS will investigate such an event to ensure potential causes are identified and any necessary corrective actions are undertaken.

Privacy Complaints

For complaints about a breach or privacy, please contact us on the details below and we will endeavour to respond to the complaint within 30 days.

Contact Us

If you want to gain access to your personal information, correct or update your personal details, register a complaint about a breach of your privacy, or you have any other query relating to our privacy policy, please contact us:

Email: Info@PIRKS.com.au

Post: PO Box 801 Maleny QLD 4552

Telephone: 1300 082 354