



KNIGHT HEALTH

Privacy Policy



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Authorised By: PRIVACY, COMPLIANCE
AND IMPROVEMENTS MANAGER

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Privacy Policy



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Privacy Policy



1. Purpose

At Knight Health, we are committed to maintaining the privacy of your personal and sensitive information as defined by the **Privacy Act 1988 (Cth)** and the associated Australian Privacy Principles; together with any other relevant state-based legislation, regarding your privacy.

This privacy policy is to provide information on how we:

- collect, hold, use, and disclose your personal information,
- how to request to access the information we hold about you,
- how to correct any information we hold that you do not believe is true and correct, and
- how to make a complaint if you believe the privacy of your personal information has been compromised.

Knight Health retains the right to modify this policy at any time. The policy published on our website is considered current.

2. Consent

When you present to Knight Health, you will be asked to provide consent to allow us to collect your personal information. This information will be used by our medical practitioners, allied health staff and practice staff to provide the best possible service and to assist in our administration requirements.

3. Collection of Personal Information

Knight health is committed to collecting your personal information lawfully. With your consent, we will collect the following information from the sources identified below.

3.1 Types of Information Collected

- Contact information (e.g., name, address, email address, phone number)
- Personal details (e.g., date of birth, gender)
- Employment-related information (e.g., job role, workplace details)
- Health information (e.g., medical history, diagnostic results, treatment information, current medications)
- Emergency contact details
- Billing and payment information

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3.2 How Information is Collected

With your consent, Knight Health collects personal information through various means, including but not limited to:

- Directly from individuals during consultations and assessments
- From referrals by employers or healthcare professionals
- Through our website and online forms
- From third-party service providers
- During the provision of providing occupational healthcare services

3.3 Use of Personal Information

Knight Health can use the personal information collected for the following purposes:

- Providing occupational healthcare services, including fitness for employment determinations
- Managing and coordinating healthcare plans required for occupational assessment and/or management.
- Billing and invoicing
- Communicating with individuals and their employers (with consent)
- Maintaining accurate and up-to-date internal records, including clinical records
- Complying with legal and regulatory requirements
- Conducting research (de-identified); and
- Quality improvement activities

3.4 Disclosure of Personal Information

Knight Health may disclose personal information to the following parties with your consent:

- Healthcare professionals and support staff involved in the provision of Knight Health services.
- Referring employers or recruiting companies
- Third-party service providers (e.g., billing and IT services)
- To any person or authorised by you

At times we may be compelled by law to disclose your personal information without your consent. Knight Health does not provide your information to overseas recipients.

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4. Direct Marketing

Knight Health may send you direct marketing communications and information about our products and services, with your consent. These communications can be sent via mail, SMS, and email, in accordance with the relevant marketing laws. At any time, you may opt out of receiving marketing communications by contacting us and withdrawing your consent.

5. Aliases and Anonymity

You can contact Knight Health anonymously or use a pseudonym, unless it is impractical for our service needs to do so, or you are required by law to be identified.

6. Holding of Personal Information

Knight Health is required by law to hold your information for a minimum of seven years and in some instances up to 30 years, depending on the nature of your sensitive information and your health assessment.

7. Security of Personal Information

Knight Health takes protecting your personal data seriously and has enforced protections, such as encryption, access controls, third party security monitoring and regular auditing to protect personal information from unauthorized access.

8. Access to Personal Information Held by Knight Health

Individuals have the right to access and/ or correct their personal information held by Knight Health. Requests for access or correction should be submitted in writing either at the clinic where your information is held, or by contacting the Privacy Officer as identified below.

In certain instances, access to your information may be declined or restricted, if there is a reasonable believe that:

- Providing access may endanger the life, health, or safety of any individual.
- Endanger public health or safety.
- Access would have an unreasonable impact on the privacy of other individuals.
- The reason for request is frivolous or vexatious.
- The nature of the personal information requested is part of existing or anticipated legal proceedings between Knight Health and the individual/third party.

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If a request for access to personal information is subsequently declined by Knight Health, the requesting party will be advised of this decision and rationale in writing.

9. Making a Complaint Under This Policy

If concerns are identified regarding how Knight Health manages personal information, please contact our Privacy Department using the contact information provided below. Knight Health takes complaints about privacy seriously. An appropriate investigation and response to these concerns will be provided accordingly, in a timely manner.

10. Contacting the Privacy Officer

Queries, complaints, concerns and feedback regarding the privacy and security of your information may be directed to:

Knight Health Privacy and Compliance Officer

PO Box 1055

SOUTH PERTH, WA 6951

Email: privacy@knighthealth.com.au

Contact: 08 9259 0600