



eReports Privacy Policy

eReports | Your results-focused partner



GENERAL ENQUIRIES:

www.eReports.com.au || 1300 130 963 || admin@eReports.com.au

eReports PRIVACY POLICY

eReports complies with the State and Commonwealth Privacy Laws including the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles and state privacy laws including the *Health Records Act 2001 (Vic)* (collectively, Privacy Laws). **eReports** is committed to your privacy and to continue providing services in a confidential and safe manner.

This Privacy Policy summarises how **eReports** handles your personal information.

As a client of **eReports**, you can be assured that all personal and sensitive information you provide to **eReports** will be respected and kept secure in accordance with Privacy Laws and this Privacy Policy. By engaging with **eReports** you acknowledge your acceptance of this Privacy Policy.

Information eReports collects and holds

Definition of Personal Information

Personal information is defined by the *Privacy Act 1988 (Cth)* as “information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.”

From time to time, **eReports** may collect certain personal information only in connection with the purpose for which it was collected as being reasonably necessary for or related to **eReports'** business. The kind of information we collect will depend on your relationship with **eReports** (for example as a client, business partner, employee or contractor). Generally, the only personal information **eReports** collect about you is that which you choose to tell us or which you authorise **eReports** to obtain.

The type of information **eReports** collect may include

- Examinees*: your name, gender, address, email addresses, telephone number, demographic data (non-sensitive information only) and health and/or disability information (including history), medical claims history.
- Clients (referring party and examinees engaging services in their own right): your name, address, email address, telephone number, billing information (if purchasing products) and tax file number, tax residency status, trading history.
- Consultants: your name, gender, address, telephone numbers, email addresses, tax file number, ABN, tax residency status, employment history, police history (if any) and billing information, professional associations, qualifications, accreditations, professional registration information, professional indemnity insurance details, provider number, health and/or disability information (including history), emergency contact details.
- Other (including employees/potential employees): your name, address, email address, telephone number, tax file number, tax residency status, current assets, current loans and other encumbrances, employment history, police history (if any) and billing information.

*Examinees includes persons being considered for employment by a client who engages **eReports** to carry out pre-employment checks.

Sensitive Information and examinees

Sensitive information is a special category of the most sensitive personal information including racial or ethnic origin, political opinion, police record, health and disability information etc.

The only sensitive information **eReports** collects is the health or disability information (including history) or sexual practices (where relevant only) of examinees.

How eReports collect and hold your personal information

Where possible, **eReports** will collect your personal information directly from you but information may also be collected via:

- Health records provided to us (including as part of psychological or medical assessments (examinees only))
- Inquiries that we might make of your employer or treating practitioners (examinees only),
- Credit checks (clients only)
- National Police History Checks and other pre-employment checks (employees and examinees only)
- credit reporting bodies (clients only)
- other credit providers (clients only)
- organisations that **eReports** has an arrangement with to jointly offer products and/or an alliance with to share generic/non-identifiable information only for marketing purposes to provide you with products or services and/or to promote a product or service (clients only)
- marketing companies, if **eReports** acquires contact information to tell people about **eReports** products and services that may interest them (clients only)
- brokers and other parties who may have introduced you to **eReports** (clients only)

Personal and sensitive information may be collected from you when you provide it to **eReports** directly.

eReports has established appropriate physical, electronic and managerial procedures to safeguard any information **eReports** collect. This helps prevent unauthorised access, maintains data accuracy and ensures that the information is used correctly.

All data transferred to and from the **eReports** servers is encrypted and a firewall is in place to prevent intrusion. All data stored within the **eReports**' systems is designed to only be able to be accessed by authorised staff members and the hosting facility.

The purpose for which eReports collects, holds, uses and discloses personal information

eReports collects personal information that **eReports** considers relevant, and which is outlined in your written consent, for the purpose of providing **eReports'** services. Sensitive information, in most cases, can only be disclosed with your written consent. Any personal information collected about an individual will not be used or disclosed for the purposes of direct marketing unless the individual has given **eReports** consent to do so. Any personal information will not be disclosed to any overseas recipients, unless the individual has given **eReports** consent to do so.

Some of the ways **eReports** uses personal information include to:

- communicate with you and others as part of **eReports'** business
- enable **eReports** to provide a service
- personalise the **eReports** experience
- send you information regarding changes to **eReports'** policies, other terms and conditions, online services and other administrative issues
- manage accounts and perform other administrative and operational tasks (including risk management, systems development and testing, credit scoring and staff training, collecting debts and market or client satisfaction research)
- prevent, detect and investigate crime, including fraud and money laundering, and analyse and manage other commercial risks
- verify information given to **eReports**
- carry out market research and analysis, including satisfaction surveys
- provide marketing information to you (including information about other products and services offered by selected third party partners) in preferences you have expressed
- manage **eReports'** infrastructure and business operations and comply with internal policies and procedures, including those relating to auditing, accounting, billing and collections, IT systems data and website hosting, business continuity and records, document and print management
- resolve complaints, and handle requests for data access or correction
- comply with applicable laws and regulatory obligations (including laws outside your country of residence), such as those relating to anti-money laundering, sanctions and anti-terrorism
- comply with legal process and respond to requests from public and governmental authorities (outside your country of residence)
- establish and defend legal rights protect **eReports'** operations or those of any of **eReports'** group companies or insurance business partners, **eReports'** rights or property and/or that of **eReports'** group companies, you or others and pursue available remedies or limit **eReports'** damages

Others (for example, potential or current employees):

- all of the above
- assess your current or past financial/credit position
- assess your suitability and continued suitability for employment

To whom does eReports disclose your personal information?

eReports may disclose your personal information to:

- government authorities (where required by law including workers compensation laws)
- third parties involved in court action (where required by law)
- other parties that provide support services to **eReports'** including support merchant services, online sales and marketing programs
- professional advisers
- potential business partners or purchasers
- credit agencies (clients only)

For examinees only, depending on the nature of the services we provide for you, to collect from and disclose your personal/sensitive information to the following third parties:

- your nominated treating doctor
- who, by agreement is deemed necessary
- your employers return to work co-ordinator
- referring agency
- medical consultants, any other treating practitioner or other health providers that **eReports** may deal with on your behalf

What happens if you don't provide personal/sensitive information?

If you do not provide some or all of the information requested, **eReports** may not be able to provide **eReports'** services.

Using a pseudonym or engaging with eReports anonymously

Where practicable, you will be given the opportunity to engage with **eReports** on an anonymous basis or using a pseudonym. Due to the nature of **eReports'** services, in most cases, the use of a pseudonym anonymity will not be possible.

Credit Card Details

eReports does not store credit card numbers in **eReports'** system except with respect to Consultants. Your credit card details will be passed to the payment gateway as soon as they have been collected. Consultant's credit card details are stored by **eReports'** using all appropriate security measures.

Website cookies and usage information

When you access **eReports'** website, **eReports** may use software embedded in **eReports'** website (such as Javascript) and **eReports** may place small data files (or cookies) on your computer or other device to collect information about which pages you view and how you reach them, what you do when you visit a page, the length of time you remain on the page, and how **eReports** perform in providing content to you. A cookie does not identify individuals personally, but it does identify computers.

You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance. **eReports** may gather your IP address as part of **eReports'** business activities and to assist with any operational difficulties or support issues with **eReports'** services. This information does not identify you personally.

External Links

eReports' website may contain links to other websites. When you access these links **eReports** recommend that you read the website owner's privacy statement before disclosing your personal information. **eReports** does not accept responsibility for inappropriate use, collection, storage or disclosure of your personal information collected outside **eReports'** website.

Opting out of direct marketing communications

Where **eReports** use your personal information to send you marketing and promotional information by post, email or telephone, **eReports** will provide you with an opportunity to opt-out of receiving such information. By electing not to opt-out, **eReports** will assume **eReports** has your implied consent to receive similar information and communications in the future. **eReports** will always ensure that **eReports'** opt-out notices are clear, conspicuous and easy to take up. If you wish to opt out of communications from **eReports**, please use the contact details below.

eReports will not market directly to examinees unless they are also clients.

Cross-border disclosures of your personal information

eReports does not currently use off-shore service providers with regard to storage of personal information data. However, **eReports** reserves the right to use data hosting facilities and third party service providers both in Australia and overseas to assist **eReports** with providing our goods and services.

How an individual can access their personal information held by eReports

If an individual wishes to exercise their rights to access their personal information held by **eReports**, or alternatively, has any questions or believes that any personal information held by **eReports** is incorrect or incomplete, the individual can write to **eReports'** Privacy Officer at the address below.

Except in the case of compliance with the law (including requested by subpoena), personal information will only be released to the individual directly, unless **eReports** has written consent by the individual concerned to provide such information to a third party.

Updating and correcting your personal information

You may ask **eReports** to update, correct or delete the personal information **eReports** hold about you at any time by contacting the Privacy Officer as specified below. **eReports** will take reasonable steps to verify your identity before granting access or making any corrections to or deletion of your information.

eReports will, upon request, take all reasonable steps within its powers to correct the information in its possession or, if necessary, discuss alternative actions with the individual. In cases where the information was provided by a third party, **eReports** may not be able to correct information and you may have to contact the third-party that gave information to us.

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eReports also has obligations to take reasonable steps to correct personal information **eReports** holds when **eReports** is satisfied that it is inaccurate, out-of-date, incomplete, irrelevant or misleading for the purpose for which it is held.

How to contact eReports regarding privacy

If an individual would like to make further inquiries or complain about a breach of the Australian Privacy Principles, or complain about a registered Australian Privacy Principles code (if any) that may relate to **eReports'** business, the individual can contact **eReports'** Privacy Officer at the address:

*The Privacy Officer eReports
Level 8, 459 Little Collins Street,
Melbourne, Vic 3000*

eReports will take all complaints regarding privacy of information seriously. **eReports** will respond to any requests, questions, or complaints as soon as possible in a reasonable time frame.

Policy Changes

eReports may revise this Privacy Policy from time to time by updating this page. The revised Privacy Policy will take effect when it is posted on **eReports'** website. **eReports** suggests you review **eReports'** Privacy Policy regularly.

In this document, "**eReports**" means EREPORTS PTY LTD [ACN 141 216 711] and any related body corporates within the meaning of the Corporations Act 2001 (Cth).