

RECOVRE'S COMMITMENT TO PRIVACY



PROTECTING YOUR PRIVACY AND THE CONFIDENTIALITY OF YOUR PERSONAL INFORMATION IS IMPORTANT TO RECOVRE AS IT IS FUNDAMENTAL TO THE WAY WE CONDUCT BUSINESS

The Recovre Group Pty Ltd ("Recovre") and its related bodies corporate are covered by the 13 Australian Privacy Principles (APPs), as set out in the Privacy Act 1988.

We are sensitive to the privacy of individuals and treat very seriously the ongoing trust you have placed in us.

WHAT CONSTITUTES PERSONAL INFORMATION AND WHY DOES RECOVRE REQUIRE THIS INFORMATION?

Personal information is any recorded information whereby your identity may be ascertained.

The personal information collected and maintained by Recovre comprises your name, date of birth, address and contact details. We may also collect sensitive information which could include information specific to your injury, health and to the service being provided to you.

The primary purpose of collecting your information is to provide you with the requested service – Work Health Safety and Rehabilitation, Training and Consultancy, or Life Insurance services.

We may also use your personal information to advise you of services that we offer in which you might be interested.

If the personal information is not provided by you we may be unable to provide you or the party that has engaged us with the requested services.

If the Recovre service relates to a claim for a compensable injury we require written consent to collect this information. This may include the consent you provided on your claim form or a separate consent form Recovre requests you to sign.

THE USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION

To effectively assist you and to enable us to provide the functions and services we are requested to deliver, we may collect and disclose information with the following parties:

- yourself;
- the person/company referring you to Recovre; and
- any other third party associated with the service being provided to you (e.g. nominated treating doctor, other treating practitioner, employer representative or agent).

Note: This will be dependent on the nature of the service provided to you.

Your personal information will not be used or disclosed to any third party other than for its intended primary purpose or for administrative purposes, without your prior knowledge or consent. In exceptional circumstances such as legal reasons, serious threat to life or the health and safety of an individual your personal information may be disclosed.

From time to time, we may also be obliged to provide the relevant Regulatory Authority in your State or Territory with information from your file, if the service provided to you related to Work Health Safety and Rehabilitation.

DATA SECURITY, STORAGE AND MAINTENANCE

Recovre ensures that your personal information is stored securely and is only accessible to authorised employees.

ACCESS AND CORRECTION OF YOUR PERSONAL INFORMATION

Recovre aims to ensure that your personal information is accurate, up to date and complete at all times. You have the right of access to, and alteration of your personal information concerning yourself in accordance with the Privacy Act.

You can contact the manager of the office providing the service to you, Mon – Fri (9am – 5pm), if you would like to seek access* to or revise your personal information, or feel that the information we currently have on record is incorrect, incomplete or believe the privacy of your personal information with Recovre has been interfered with. Alternatively, you may lodge a complaint in writing addressed to the manager of the office providing the service to you.

Your request/complaint will be managed and resolved through our internal procedures. If, however, you are not satisfied with the way Recovre has handled your request/complaint you may contact the Office of the Australian Information Commissioner (OAIC).

* Please be aware that a small administrative fee may apply and that it can take up to 14 days to process your request.

CONTACT US

Any queries about this policy should be directed to your local Recovre office – see over the page for contact details. If you require further information, contact: Feedback@recovre.com.au or 1300 550 276.

NATIONAL LOCATIONS

NSW

Sydney (Head Office)

One International Towers, 100 Barangaroo Avenue
Sydney NSW 2000, PO Box H176
Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Sydney Olympic Park

Level 1, 11 Murray Rose Avenue,
Sydney Olympic Park NSW 2127
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Bathurst

Unit 2, 1 Rankin Street, Bathurst NSW 2795
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Campbelltown

Suite 1.16, 4 Hyde Parade,
Campbelltown NSW 2560
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Canberra

Suite 5.03, Level 5, 14 Moore Street,
Canberra City ACT 2601
PO Box 306, Canberra ACT 2601
P: 1300 550 276 | F: 1300 720 769

Central Coast

Nexus Smart Work Hub:
3 Amy Close, Wyong NSW 2259
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Coffs Harbour

Suite B, Level 1, 144-148 West High Street,
Coffs Harbour NSW 2450
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Dubbo

Suite 2, 150 Darling Street, Dubbo NSW 2830
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Lismore

Suite 7, 33-35 Rous Road,
Goonellabah NSW 2480
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Newcastle

Suite 6, 122 Garden Grove Parade,
Adamstown Heights, Newcastle NSW 2289
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Orange

135 Sale Street, Orange NSW 2800
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Tamworth

C/- Newcastle office please:
Suite 6, 122 Garden Grove Parade
Adamstown Heights, Newcastle NSW 2289
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

Wollongong

Mercer Building
5 Old Springhill Road, Coniston NSW 2500
PO Box H176, Australia Square NSW 1215
P: 1300 550 276 | F: 1300 720 769

VIC

Ballarat

15 Dawson Street South,
Ballarat Central VIC 3350
MAIL TO:
Level 8 Mailroom, 727 Collins Street,
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

Bendigo

118 King Street, Bendigo VIC 3550
MAIL TO:
Level 8 Mailroom, 727 Collins Street
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

Frankston

405 Nepean Highway, Frankston VIC 3100
MAIL TO:
Level 8 Mailroom, 727 Collins Street
Docklands VIC 3008
P: 1300 550 576 | F: 1300 720 769

Geelong

Office 8, Suite 1, Ground Floor,
200 Malop Street, Geelong VIC 3220
MAIL TO:
Level 8 Mailroom, 727 Collins Street,
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

Melbourne

Collins Square, 727 Collins Street,
Docklands VIC 3008
MAIL TO:
Level 8, Level 8 Mailroom, 727 Collins Street,
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

Rowville

40 Fulham Road, Rowville VIC 3178
MAIL TO:
Level 8 Mailroom, 727 Collins Street,
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

Shepparton

1/24 King Street, Shepparton VIC 3630
MAIL TO:
Level 8 Mailroom, 727 Collins Street,
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

Sunshine

27 Duke Street, Sunshine VIC 3020
MAIL TO:
Level 8 Mailroom, 727 Collins Street,
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

Traralgon

Level 1, 55 Grey Street, Traralgon VIC 3844
MAIL TO:
Level 8 Mailroom, 727 Collins Street,
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

Watsonia

47 Lambourne Road, Watsonia VIC 3087
MAIL TO:
Level 8 Mailroom, 727 Collins Street,
Docklands VIC 3008
P: 1300 550 276 | F: 1300 720 769

QLD

Brisbane

Level 13, 111 Eagle Street, Brisbane Qld 4000
PO Box 2321, Fortitude Valley QLD 4006
P: 1300 550 276 | F: 1300 720 769

NT

Darwin

9 Cavenagh Street, Darwin NT 0800
GPO Box 724, Darwin NT 0801
P: 1300 550 276 | F: 1300 720 769

WA

Albany

P: 1300 550 276 | F: 1300 720 769

Bunbury

Unit 6, 30 Forrest Avenue, Bunbury WA 6320
P: 1300 550 276 | F: 1300 720 769

Kalgoorlie

P: 1300 550 276 | F: 1300 720 769

Perth

Level 3, 170 Railway Parade,
West Leederville WA 6007
PO Box E201, Perth WA 6841
P: 1300 550 276 | F: 1300 720 769

TAS

Hobart

11 Macquarie Street, Hobart TAS 7000
P: 1300 550 276 | F: 1300 720 769

SA

Adelaide

Level 1, 148 Frome Street,
Adelaide SA 5000
GPO Box 1693, Adelaide SA 5001
P: 1300 550 276 | F: 1300 720 769