



## Information Privacy Statement

MedHealth Pty Limited (trading as mlcoa) is an independent group of expert medical specialists providing independent medical assessments to the legal profession, insurance industry, government bodies and other similar organisations such as employers, WorkCover, insurers, law firms or other bodies.

### Our Privacy Principles

We respect your privacy by treating all your personal and sensitive information as confidential and by handling it in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and other applicable State/Territory Health Records Acts. We have adopted internal policies and procedures to ensure that all information provided to us is collected, held, used and disclosed in accordance with applicable law.

Our detailed Privacy Policy is available on our website at [mlcoa.com.au](http://mlcoa.com.au) or at our reception upon request.

### What information do we hold?

We hold information provided by the organisation that referred you to us, or by you, which is necessary to assess and evaluate you for the purpose of providing, to the referring organisation, an independent medical assessment regarding your health status and/or work capacity.

You will also provide personal information to us directly during the course of your assessment.

The type of information may include personal information (such as your name, contact details, age, sex, work history, lifestyle activities), information about your health (such as a full medical history and medical details) and any accident or injury details (if applicable).

We may also collect this information from other sources, such as your treating doctors, medical health professionals or other health care providers where appropriately authorised by you.

### When do we use or disclose your information?

We will only use or disclose your personal information, for the purpose for which it was collected, to the person or organisation that referred you to us, or as otherwise required by law.

We rely on the information you provide to us to ensure that a complete and factual evaluation of

your health status can be provided to the referring organisation. If you choose to withhold permission for mlcoa to disclose your personal information to the referring organisation then the independent medical assessment cannot proceed.

### How will your information be protected?

mlcoa is committed to protecting the confidentiality of any information that we collect and ensuring that your information is held safely and securely. We maintain protocols in accordance with the Privacy Act to protect your information from unauthorised access, misuse, loss, modification and disclosure (by means of physical, electronic and personnel security measures).

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 you access your information?

Should you wish to access the independent medical assessment report produced as the result of your assessment, please contact the organisation that referred you to us in the first instance.

You have a right to request access to the personal information we have collected and hold about you and we will provide you with access to the information, unless an exemption applies in accordance with the Privacy Act. In some instances, the organisation that referred you to us may also seek to apply a legitimate exemption to release.

We will not charge you for lodging a request for personal information we have collected about you, however, depending on the nature of your request, we may levy a reasonable charge reflective of the cost to us of providing access to any information. Details of relevant fees can be obtained from our Privacy Officer.

### More information

Our handling of information (including information previously collected) will be governed by the most recent version of our policy. If you have any further queries, please contact our Privacy Officer:

Privacy Officer  
mlcoa  
PO Box 978  
SPRINGHILL Queensland 4004

or, via email to: [privacy@medhealthgroup.com.au](mailto:privacy@medhealthgroup.com.au)