

HIGHLANDS Drive Safe

USE OR DISCLOSURE OF INFORMATION

We follow strict rules and policies regarding the secure storage of information in all formats in order to protect your information from unauthorized access, loss, or other misuse.

Your personal health information held either in paper or electronic format may be used by Highlands Drivesafe, or disclosed outside the driving service, to enable appropriate services to be provided to you. For example, your information may be used or disclosed as follows:



- to law enforcement agencies under legislative requirements.
- to your nominated plan provider, including information regarding your progress and plan management
- to contact you at home regarding appointments
- to your carer to assist them with your care
- to the emergency services such as the ambulance or police, if required
- to contact you for feedback on the services you have received from us to help us evaluate and improve our services.
- for billing and debt recovery
- to other staff for training purposes

- to other health services and authorised third parties to help prevent a serious and imminent threat to someone's life, health or welfare, such as in an emergency, or in the event of an Occupational Therapist assessment ordered by the RMS or plan manager.
- to investigate and report a complaint. This includes but is not restricted to complaints about your care, staff conduct, information privacy, safety, or any incidents that have occurred.
- to manage a legal action or claim brought by the participant against the business.
- for purposes relating to the operation of our service and treatment of our participants, including funding, planning, safety, and quality improvement activities

Highlands Drivesafe
Throsby St Moss Vale NSW 2577
m: 0428844473
drivesafe@hotkey.net.au
www.highlandsdrivesafe.com

CONTACT US

If you have questions or a complaint about the privacy of your personal information,

Please contact our office on 0428844473.



If you do not wish for us to collect, use or disclose certain information about you, you will need to inform Highlands Drive Safe. This will be documented on your student form. It is important to note that not consenting to Highlands Drivesafe contacting or discussing your information with key parties may impact the level of services we can provide as information is required to be collected under the Driving Instructors Act. – this will be discussed with you.

The law also allows, or requires, for your personal information to be disclosed to other third parties, for example:

- to State and Commonwealth government agencies for statutory reporting purposes, such as the NDIS to report incidents or provide information for applications.
 - to other road services RMS or law enforcement agencies, such as the police, if you provide us with information relating to a serious crime, including assault, domestic violence, child abuse etc.
 - to other agencies where the information relates to the safety, welfare, or wellbeing of a child or young person
 - to comply with a subpoena or search warrant if your information is required as evidence in court
- Highlands Drivesafe uses a secure system to store your information. Your information must be stored for up to 7 years, as per the Privacy Act.

If you have any further questions about the storage of your information, please feel free to contact our Office Management team for more information.

Ph: 0428844473

ACCESS TO YOUR INFORMATION

You are entitled to request access to your information. Requests for access to your reports should be addressed to your instructor or office manager at drivesafe@hotkey.net.au

We are committed to treating your personal health information in accordance with privacy law.

This leaflet explains how and why we collect information about you, how you can access your information, and how your information may be used within our service or disclosed to other parties.

We collect information directly from you wherever possible. If this is not possible, we may also need to collect information from a family member, friend, carer, plan manager or other person who can help us to provide you with appropriate services.

Security

Your information may be held in a variety of ways. Most commonly, your information may be held as a paper student record, and/ or an electronic student record forming part of a secure database. Some information may also be held in the form of an image including photograph, or as an audio or video recording. We will obtain your consent to hold this information. Once our regulatory requirements for holding information are met this information is destroyed securely.

TRANSLATING AND INTERPRETING SERVICE

If you require assistance with contacting the above services or require translation, please call the Translating and Interpreting Service (TIS) on 13 14 50.