

Privacy Policy

Workplace Health and Wellness

Effective date: 22/07/26 Version: 1.0

1. About this policy

WORKPLACE HEALTH AND WELLNESS (ABN 23499145958), trading as Workplace Health and Wellness (“we”, “us”, “our”), is committed to protecting the privacy of the personal information we collect and hold. This Privacy Policy explains how we collect, use, store, disclose and protect your personal information, and how you can access it, seek corrections, or make a complaint.

We handle personal information in accordance with the Privacy Act 1988 (Cth) (the “Privacy Act”) and the 13 Australian Privacy Principles (APPs). Where applicable, we also comply with State and Territory health records legislation governing the handling of health information.

2. The information we collect

The types of personal information we collect depend on your interaction with us, and may include:

- Identity and contact details — such as your name, date of birth, gender, email address, phone number and, where relevant, your employer.
- Health and sensitive information — including your skin check history, family and personal history of skin cancer, sun and UV exposure history, immune status, and any concerns or lesions you raise, together with the findings and images recorded during your assessment.
- Appointment and service information — such as the date, location and type of check undertaken and any follow-up recommendations.

Health information is a special category of “sensitive information” under the Privacy Act and is subject to additional protections. We only collect it with your consent and where it is reasonably necessary to provide our services.

3. How we collect your information

We usually collect personal information directly from you — for example, through our consent and questionnaire form, during your skin check appointment, or when you contact us. In some cases, we may collect information from a third party, such as your employer (where they arrange a workplace screening program) or, with your consent, your treating health practitioner. If we receive information about you that we did not request, we will deal with it as required by the APPs.

4. Why we collect and how we use your information

We collect, hold and use your personal information for purposes including:

- Providing skin cancer screening services and conducting your assessment.
- Communicating with you about your results and reminding you to arrange any recommended follow-up with a GP or skin clinic.
- Managing appointments, records and our relationship with you.
- Meeting our legal, insurance and record-keeping obligations.
- Improving our services and, in de-identified form, understanding trends across the screening programs we deliver.

If you do not provide the information we request, we may be unable to provide you with skin check services.

5. When we disclose your information

We treat your health information as confidential. We may disclose your personal information:

- To your employer — only in a de-identified and aggregated form that does not identify you individually. We will not disclose your identifiable results to your employer unless you have expressly consented to that disclosure.
- To your nominated GP, skin clinic or treating practitioner, where you ask us to or consent to a referral.
- To third-party service providers who assist us to operate (for example, secure IT, data storage or booking providers), who are bound to protect your information and use it only for the purposes we engage them for.
- Where required or authorised by law, or to lessen or prevent a serious threat to an individual's life, health or safety.

We do not sell your personal information, and we do not disclose it for direct marketing by third parties.

6. Overseas disclosure

We use third-party service providers to run our business, and some of these providers may store or process personal information outside Australia.

Our booking and clinical records system (Cliniko) stores our data on servers located in Australia.

We use Google services (including Gmail) for email and communication. Google may store or process information on servers located outside Australia, including in the United States.

Where we disclose personal information to overseas service providers, we take reasonable steps to ensure they handle your information in a manner consistent with the Australian Privacy Principles.

7. How we store and protect your information

We take reasonable steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. These steps include secure cloud-based storage through our clinical records provider (Cliniko), password protection on our devices and accounts, confidentiality obligations for anyone involved in delivering our services, and secure handling and storage of any physical documents. We retain your information only for as long as it is needed for the purposes described in this policy or as required by law, after which we take reasonable steps to destroy or de-identify it.

If we become aware of a data breach that is likely to result in serious harm, we will respond in accordance with the Notifiable Data Breaches scheme under the Privacy Act, including notifying affected individuals and the Office of the Australian Information Commissioner (OAIC) where required.

8. Accessing and correcting your information

You may request access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, contact us using the details below. We will respond within a reasonable period. In limited circumstances we may decline a request as permitted by law, and if we do, we will explain why in writing.

9. Your consent and how to withdraw it

By providing your information and agreeing to our consent form, you consent to us handling your information as described in this policy. You may withdraw your consent at any time by contacting us, although this may mean we can no longer provide you with certain services. You may also stop your skin check assessment at any time.

10. How to make a complaint

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, please contact us using the details below so we can investigate. We will acknowledge your complaint and aim to resolve it within a reasonable time. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or by calling 1300 363 992.

11. Contact us

For any privacy question, request or complaint, please contact:

Privacy Officer — Workplace Health and Wellness

Email: jade.haines166@gmail.com

Phone: +61 497 086 843

12. Changes to this policy

We may update this Privacy Policy from time to time. The current version will always be available on request and, where relevant, on our website. The “effective date” at the top shows when it was last updated.

This document is a draft template provided for convenience and does not constitute legal advice. It should be reviewed and adapted by a qualified legal professional to ensure it accurately reflects your operations and complies with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and any applicable State or Territory health-records legislation before it is published or relied upon.