

Summary

Objective

We must have very good reasons to release information about a client to any other person or organisation. Principles 10 and 11 of the Privacy Act 2020 (Privacy Act) set out how we can use and disclose the client information that we've collected.

Owner

Name withheld

Expert

Name withheld

Policy

1.0 Rules

- a We may only use or disclose information for the purposes that we collected it for. Once we've obtained personal information for one purpose we cannot use or disclose it for another purpose.

Personal information should not be used or disclosed outside of the normal purpose (i.e. claims management), without consulting with the Privacy team.

We are able to disclose client health information to parents or guardians of clients under the age of 16 where a duty of care exists. Once a client is over the age of 16 we must not disclose information to their parents or guardians unless an Authority to Act is obtained. Please see "Disclosure may be contrary to the interest of a person under 16 Policy" for more information.

Screen captures of Eos information or from other internal systems, taken with the Snipping Tool, are useful for purposes such as training material or raising queries to Helpdesk; however you must take care to remove/black out any personal information (e.g. names, DOB, contact details, accident description, employment). Use the Snipping Tool to grab only the information you need to copy, then paste it into a new document or email. If possible use Sandpit or a training environment rather than the live environment.

For further advice, particularly if you wish to send information externally, please consult with the Privacy team.

-  Disclosure may be contrary to the interest of a person under 16 Policy
<https://au.promapp.com/accnz/Process/626edb08-ce2c-4049-a05f-171934bb33e1>

2.0 Exceptions

- a Under the Privacy Act, Section 22, Information Privacy Principles 10 and 11, we may use or disclose information for a different purpose if we reasonably believe that it's necessary. These situations include:
 - to assist legal proceedings and investigations
 - to avoid a serious and imminent threat to public health or safety, or the life or health of the individual concerned.

If you are unsure whether an exception applies, please contact the Privacy Team.

For details see Complete information privacy principles.

-  Complete information privacy principles

3.0 Disclosing information to employers

- a There are limits to what information we can disclose about a client to their employer. In general, we may only disclose information about work-related injuries to employers.

- You may only disclose client information to their employer if it's about a specific work-related injury
- Do not disclose information about a non-work injury to an employer, unless you have the client's consent to do so
- Encourage the client to provide any relevant information to the employer themselves.

Please see "Disclosure of clients' health information to employers Policy" for more information.

-  Disclosure of clients' health information to employers Policy
<https://go.promapp.com/accnz/Process/9841edd8-7ca6-4ca0-a5ab-b143d455971c>
-  Privacy Hub - What information can we give an employer
<https://accnz.sharepoint.com/sites/PrivacyHub/SitePages/What-information-can-we-give-an-employer-.aspx>

4.0 ACC45 Injury claim form

- a You must take particular care when the employer information provided on an ACC45 is incomplete or confusing. If you are unsure, contact the client to confirm their employer.

If the employer is a 'franchise' employer', you must make sure you have the correct employer location. If needed, seek further clarification from the client.

NOTE Example

McDonald's Wellington could mean any McDonald's outlet in the Wellington city area, not just the central city location.

5.0 Work-related injury notifications

- a If we send a work-related injury notification to an incorrect address this is still a breach of the client's privacy, even if we've taken reasonable care to locate the correct employer.

Where an employer denies that a claim is work-related, there is no breach if we've notified the correct employer.

Proactively released