

# icare Privacy Policy

**icare is committed to protecting the privacy of our customers, employees and members of the public.**

It applies to everyone in icare and their service providers. This includes our Board directors, ongoing and temporary employees, contractors, consultants and others who may be temporarily assigned to perform work or services for icare.

See the [Privacy Management Plan](#) on the icare website for more information on icare's privacy obligations. We will not disclose personal or health information unless this is permitted by legislation.

Individuals who would like to complain about the management of their personal or health information have the right to seek an internal review under the *Privacy and Personal Information Protection Act 1998* (the PPIP Act) and/or the *Health Records and Information Privacy Act 2002* (the HRIP Act). Wherever possible we will try and resolve the issue informally, if the individual is willing and agrees to this process.

Customers who wish to seek access or make amendments to their own personal or health information held by icare, it is important that you are aware of the "information protection principles and the health privacy principles" that must be applied when dealing with personal or health information<sup>1</sup>. Email: [privacy@icare.nsw.gov.au](mailto:privacy@icare.nsw.gov.au) for further information.

<p><b>This Policy applies to the following service lines within icare:</b></p> <ul style="list-style-type: none"><li>• Workers Compensation and Nominal Insurer</li><li>• Dust Diseases Authority</li><li>• Lifetime Care and Support Authority</li><li>• Self Insurance Corporation</li><li>• Sporting Injuries Compensation Authority</li></ul>	<p><b>Embedding privacy obligations at icare</b></p> <ul style="list-style-type: none"><li>• Ensure icare is compliant and meets its legislative obligations in relation to its privacy practices aligning with the PPIP and HRIP Acts.</li><li>• Providing training to staff and making them aware of their privacy obligations</li><li>• Developing and implementing one Privacy Management Framework across icare</li></ul>
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<sup>1</sup> When applications for access or amendment to information held by icare are received considerations need to be given to a number of legislations that govern worker's compensation in NSW.