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## Privacy Statement – Hospitality Employers Mutual

### Workers compensation

#### Ensuring your privacy is protected

Australian Privacy Laws along with the Australian Privacy Principles govern the collection and handling of personal and sensitive information to ensure that organisations clearly outline what type of information they hold, the reasons this information is held, the way in which it is used and in what circumstances it is disclosed.

Hotel Employers Mutual (HEM) and Club Employers Mutual (CEM) are trading names of Hospitality Employers Mutual Limited (“Hospitality”), a member of the Employers Mutual Limited group of companies – the EML group.

“EML” includes Employers Mutual Limited, all subsidiaries and related companies and Employers Mutual Management Pty Ltd. Hospitality respects your right to privacy and values the trust you place in us to handle your personal and sensitive information. This statement has been prepared for our workers compensation services. Please refer to the relevant website for your relevant privacy statement if you are receiving other services from one of our group companies.

#### We operate under the Australian Privacy Principles

Hospitality is committed to handling your personal information in accordance with the Privacy Laws and the Australian Privacy Principles. We operate all of our offices whether in Australia or our branch offices outside of Australia in line with the Australian Privacy Principles and our Australian Privacy compliance framework.

For the purpose of data processing, Hospitality may disclose your personal information to our service company Employers Mutual Management Pty Ltd and its international branch offices in the Philippines and Malaysia. Your information will only be disclosed to the international branch offices on the basis that it will be protected, kept confidential and will only be used in accordance with the purposes we let you know about or are set out in our Privacy Policy.

What personal information does Hospitality need to collect?

We only collect information that we need to provide a service to you. Generally we keep a record of:

- Information that identifies you, such as your name, address, employer details and information concerning your employment arrangements.
- Sensitive information directly related to your claim including the details and circumstances of your injury or disability.
- Information provided by other service providers such as medical practitioners, rehabilitation providers, investigators, legal practitioners, icare (previously WorkCover) and other experts or consultants. This information is collected for the purpose of assessing and managing your claim (which may include health information and medical history information including information in connection with other health/injury-related claims).
- Information you provide us including information you provide to us as a representative of another person.
- Banking and taxation details.
- If you are an employer, information in connection with your policy or claims management service provided by us including employee details, payments and banking details.

Generally, we collect information directly from you. If we need to collect personal or sensitive information from third parties (such as the service providers mentioned above) we will ask for your consent to do so. Please note that this may be in the form of an authority we ask - or arrange for - you to sign, in which you authorise the release of health or other information to us (or to a person or entity engaged by us for the purpose of obtaining the information to be made available to us). If we are unable to collect all the information we require, it may affect our ability to effectively process your claim.

In addition to the provisions of the Privacy Laws and Australian Privacy Principles Hospitality is bound by the relevant Workers Compensation laws and official guidelines when collecting, using and disclosing information relating to workers compensation claims. Workers Compensation laws permit Hospitality to collect information about you from the notification of an injury by your Employer before we send you the usual paperwork and to use this information in the management of your claim.

### How does Hospitality use this information?

The information we collect is used for the purpose of assessing and managing your workers compensation claim. This may include determining liability and providing associated services to you such as collecting information about your customer service experience with us. If you are an employer the information we collect is used for the purposes of administering your policy or claims management service we provide to you.

We may also use your information to assist us in improving our service to you including customer satisfaction surveys. If you are an employer you may also be a member of Employers Mutual Limited and your employer name and address details will be included in the Employers Mutual Limited register of members. You will also receive statutory information each year from us.

If we seek to use your information for any different purposes, such as writing to you about different products and services then we will write to you to ask your express permission or, alternatively, offer you an opt out facility.

### Disclosure of your personal information to third parties

If you provide your consent, Hospitality may disclose your information to the appointed service providers if this information assists with processing of your claim or if you are an employer, to assist us in providing other services to you such as administering your policy. You can also request we disclose your information to another person acting on your behalf. We may also provide your information to persons without your express consent as permitted by workers compensation laws such as where we are attending to the management of your claim or providing your information to another workers compensation insurer.

The third parties to whom we provide your information are also bound by confidentiality and nondisclosure principles and are prohibited from using your information for any purpose other than processing your claim. We also ensure that they are aware of our legal obligations to protect your privacy and ensure that they agree to be bound by these obligations.

Please note that we may use the National Relay Service (NRS) during telephone calls for hearing impaired people who may include our customers, service providers and our staff. The NRS is an Australian government initiative whereby a NRS relay operator assists in telephone calls. More information is provided in the Hospitality Employers Mutual Privacy Policy.

## What are your rights?

Hospitality aims to ensure that the personal information we hold is accurate, complete, relevant, up-to-date and not misleading.

If you would like to update any information that we currently hold in our systems about you, access your personal information or have concerns about the way that we have managed your information please contact us.

To update or access your personal information please contact your case manager or relevant Hospitality contact person.

## What if I have any further enquiries or concerns

Your case manager is the best person to contact in the first instance but do not hesitate to contact the EML Group Privacy Officer:

Email: [privacy@eml.com.au](mailto:privacy@eml.com.au)

By letter: the EML Group Privacy Officer c/ Risk Management Department  
Level 3, 345 George Street Sydney NSW 2000

By telephone: 02 8251 9000 and ask to speak with the Privacy Officer