

"Understanding ITIM's  
commitment to your privacy"

### Our Commitment to You

ITIM is committed to providing professional quality services to our client organisations and individual clients.

As part of our commitment to you we will ensure that all ITIM counsellors and consultants manage and protect your information in a safe and proper manner.

Freecall  
**1800 337 068**

**ITIM** Australia Limited

### About ITIM

ITIM Australia Limited is a national organisation with offices in every state and territory. Established in 1960, ITIM is Australia's first provider of Employee Assistance Programs and is today one of the country's largest providers of support services to people in workplaces. ITIM engages more than 300 qualified staff who provide over 130 000 hours of service to 630 organisations in more than 200 locations.

The purpose of ITIM is to provide services which will assist you to achieve a safe, positive and productive work environment. ITIM is a 100 per cent not-for-profit Australian organisation.

### Making Contact

For more information about ITIM's commitment to your privacy, telephone freecall 1800 337 068 to be connected to your nearest office location. This is a 24-hour toll free number.

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[www.itim.com.au](http://www.itim.com.au)

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**Your personal information is very important  
and should be protected.**

### Information Collection and Use

As part of the services ITIM delivers, we need to collect and retain a range of personal information to assist in providing professional counselling and consultancy services to our client organisations and individual clients. We will be fair in the way we collect this information.

### Your Information ...How we protect it

ITIM Australia is committed to, and abides by, the National Privacy Principles and guidelines as endorsed by the Office of the Federal Privacy Commissioner. These principles are designed to protect all personal information collected from ITIM's client organisations and individual clients. This document provides an outline of the way in which ITIM manages and protects your personal information.

### Disclosure

There may be certain circumstances under which ITIM is legally bound to disclose personal information to appropriate authorities. In these circumstances, every effort will be made to advise the client before any information is released.

### Access and Correction

Individual clients may request access to any personal information ITIM holds about them, in line with the National Privacy Principles. Every step possible will be taken to ensure that the information we hold is protected from unauthorised use or access.

If you find personal information held by ITIM is inaccurate or incomplete, ITIM will take all reasonable steps to correct the information. Requests for access to and correction of personal information should be referred to the ITIM privacy officer. Refer to the 'making contact' section of this brochure for contact details.

### Complaints

If you are concerned about any possible breaches in the privacy of your information, please feel free to contact ITIM on 1800 337 068.

You may also contact the Office of the Federal Privacy Commissioner if you have concerns about the use or disclosure of your personal information at:

Office of the Privacy Commissioner

Telephone: 1300 363 992 (freecall)  
Facsimile: (02) 9284 9666  
Internet: [www.privacy.gov.au](http://www.privacy.gov.au)  
Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)