



# Protecting your Information and your Privacy

We know your privacy is important and we take all possible steps to protect the personal information about you that we collect, store and manage.

## Laws that protect your privacy

There are laws that protect your privacy in Australia. Below are the laws that protect your privacy:

Federal Government Laws:

- Privacy Act 1988
- Privacy Act 2001
- Spam Act 2003

Victorian Government Laws:

- Privacy and Data Protection Act 2014
- Child Information Sharing Scheme Regulations 2018
- Data Sharing Act 2017
- Family Violence Protection Act 2008

## Why AccessHC collects information about you

- To make sure you receive the right services
- To understand your needs and work with you
- To remember important things about you and your care
- To assess your suitability if you are applying for a job or volunteer with us.

## What information we collect about you

- Some basic information including your name and contact details
- Another person we can contact in case of an emergency
- Your health history
- Information about what we provide for you
- Information from other service providers if this is needed for your care.

This information is in your health record and helps us provide the best possible services to you.

## How we collect your personal information

We collect information by:

- Listening to you
- Asking you questions
- Information forms or questionnaires
- Working with other people involved with your health and support.

The information is collected by:

- People working at AccessHC
- Paper or online forms on our websites
- People outside of AccessHC including other health providers, carers and parents.

We will never make a sound or video recording of you without your consent.

You have the option of dealing with us anonymously, or by using a made-up name. If you choose to do this it may impact the type of services that we can provide to you and how they are funded.

## How we share information

Sometimes we share your information with:

- Other health professionals or services that we refer you to e.g. medical specialists.
- Only relevant and necessary information about you will be shared when we refer you to other services.
- Your next of kin or the person you have nominated. We won't do this without your permission, unless the law allows us to.
- If you agree, we send information to your national e-health record.
- We may provide information to court if it is subpoenaed.
- We may give some information to the body who funds your services, such as Medicare, NDIS,



Health Insurance companies. This is required to verify that you have received services from us.

- We may release information about you if there is a law that requires us to do this.

Your information will not be shared with anybody outside Australia (unless permitted by law) without your consent.

Your Information will not be sold or rented.

## We might contact you

- To remind you to attend an appointment
- For follow-up visits
- To offer you other services that might be helpful or interest you
- To ask you to complete a survey, provide feedback or take part in research.

We might use mail, email, phone calls or text-messaging to contact you.

If you do not wish to be contacted, you can speak to a staff member.

We will always tell you how you can stop contact from us, or you can email us at: [info@accesshc.org.au](mailto:info@accesshc.org.au)

## Our website

When you visit our website, you voluntarily share information with us using a small piece of data called a 'cookie'.

- This data helps improve your experience on the website and lets us track how many visits our website receives.
- Normally, 'cookie' data can't be linked back to you.
- We take steps to protect your data, but security cannot be guaranteed on the internet.
- Any websites linked to ours need to have their own privacy policies and processes.

## Storing your personal and health information

Your personal information is held using an online storage provider. When this happens:

- Your information remains confidential
- They can only provide your information back to us. Not to other people.

## How long do we keep your information

- The law makes us keep your information for seven years after we last provided a service to you.
- If you are under 18, the law makes us keep your personal information until you have turned 25.
- Sometimes laws require us to keep information for longer.

Once we don't need to store information anymore it will be deleted or destroyed.

We will help you transfer personal and health information across state and territory borders when we can make sure your privacy is protected.

## Accessing and changing your information

- You may apply to access your information
- If you think your health record might contain wrong information, you can ask to have it changed.

To apply to access your record:

- A fee may apply.
- Speak to a staff member or contact:  
Privacy Officer  
Access Health and Community  
378 Burwood Rd  
Hawthorn VIC 3122  
[privacy@accesshc.org.au](mailto:privacy@accesshc.org.au)

## To make a complaint about your privacy

If you think your privacy has been breached, contact:

Privacy Officer  
Access Health and Community  
378 Burwood Rd  
Hawthorn VIC 3122  
[privacy@accesshc.org.au](mailto:privacy@accesshc.org.au)

We will respond to you in a reasonable timeframe. If you are not happy with our response you can contact Office of the Australian Information Commissioner: [www.oaic.gov.au](http://www.oaic.gov.au).

## To view our Privacy Policy in full

- email [privacy@accesshc.org.au](mailto:privacy@accesshc.org.au)

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