

# Privacy and confidentiality



VAHS ensures that privacy and confidentiality are maintained.

- Privacy refers to protecting your personal information known as your data (see list below).
- Confidentiality refers to protecting private information that you disclose about your situation, during discussions with your treatment team.

## **Your privacy is important**

VAHS is committed to protecting the privacy of your information (data) and keeping it secure. With your consent, we will only request information that we need to provide you with a service. This includes:

- Name, address, and contact details
- Date of birth and gender
- Ancestry
- Medicare number
- Health Care Card number
- Health history
- Living arrangements and
- Financial circumstances

It is your right not to disclose some of your information, however it may affect our ability to provide you with the best possible service.

Your information can be accessed by your treatment team. We will only share your information with others, with your consent, except:

- If required by law or
- To prevent a threat to life, health, or safety.

## **How do we store your personal information?**

Your information is stored in digital records in our client management system. We take all reasonable steps to ensure that the personal information we hold is current, by asking you if your information has changed, for example change of address or change of name. This enables us to keep accurate digital records.

You can ask us to correct your information if you believe that it is inaccurate, by contacting us through reception or anyone in your treating health team.

### **Can I access my personal information?**

If you would like to access your personal information, please contact us. To protect your privacy, we will ask you to verify your identity before we process your request.

### **What can I do if I believe that my privacy has been breached?**

We consider complaints and concerns regarding your privacy seriously. If you suspect a privacy breach, please notify a VAHS staff member as soon as possible. The VAHS Quality Control Officer will investigate your concern and advise you of the outcome.

If a privacy breach has been identified, we will notify you immediately and take appropriate action. If you are not satisfied with the response from VAHS, you can contact any of the following to assist you:

- Office of the Australian Information Commissioner (OAIC) 1300 363 992
- Office of the Victorian Information Commissioner (OVIC) 1300 006 842

### **Which laws protect my privacy?**

- Australian Privacy Principles in the Privacy Act 1988
- Privacy and Data Protection Act 2014 (Vic)
- The Health Records Act 2001 (HR Act)
- Health Records Regulations 212 (Vic)
- Public records Act 1973 (Vic)
- NDIS Act 2013
- Disability Act 2006 (Vic)
- Aged Care Amendment Act 2011
- Freedom of Information Act