

PRIVACY STATEMENT



Western Victoria Primary Health Network (PHN) manages information in accordance with the Privacy Act 1988 (Commonwealth), Privacy Amendment (Notifiable Data Breaches Act 2017) and the Australian Privacy Principles.

Personal Information

Personal information is any information, which identifies an individual. For example, name, date-of-birth, home address and telephone number.

Personal information includes *sensitive information*, which can include an individual's racial origin, membership of political association or trade union, religious belief, sexual preference or criminal record.

Personal information also includes information about the health or disability of an individual, or individual's wishes about the provision of health services.

Information Type

Western Victoria PHN manages information from stakeholders including; general practice, specialists, allied health professionals, staff and potential staff, consultants, contractors, volunteers, students on placement, members and clients.

Western Victoria PHN collects personal information directly from individuals, in writing, by telephone, email or via the website and may also receive information from sources, including:

- Information provided by government or non-government agencies
- Publicly available sources of information, such as public registers
- Other health organisations
- If required to do so, in accordance with legislation

Personal information collected will be stored confidentially, unless disclosure is required by law.

Purpose

All information collected by Western Victoria PHN will be used only for the primary purpose intended, i.e. for the employment of staff, operational planning activities, to communicate with general practice, specialists and allied health to facilitate education sessions, services, and events and to provide practice support.

Western Victoria PHN does not sell information to other organisations.

Western Victoria PHN may not be able to provide some, or all services, unless the organisation is provided with the personal information requested.

Organisational needs may require the disclosure of personal information to related service providers (for example funding bodies and other health organisations).

Storing Information

Much of the information Western Victoria PHN holds will be stored electronically in secure data-bases. Some personal information may also be stored in paper files.

Measures are taken to ensure information is accurate, up-to-date, complete and relevant, and is protected from unauthorised access, loss, misuse, disclosure or alteration.

PRIVACY STATEMENT

Disclosure

Western Victoria PHN may need to share information. This information is disclosed with the understanding that all parties comply with the Privacy Act. Organisations that may receive personal information from Western Victoria PHN in accordance with the Privacy Act, include:

- The Department of Health (funder)
- Other health organisations
- Auditors/External reviewers
- Regulatory bodies

Western Victoria PHN may also disclose personal information if:

- required or authorised by law or where there is a public duty to do so
- an individual has expressly consented, or consent can be reasonably inferred
- an individual's health is at risk
- a job applicant referee, police, and /or recruitment agency pre-employment check is required
- where otherwise permitted to disclose the information under the Privacy Act.

Disclosure of information for marketing

Western Victoria PHN only uses personal information where there is express consent to do so.

Access to and Correction of Personal Information

Western Victoria PHN takes all reasonable steps to ensure that personal information held is accurate and current.

Individuals can request access to their personal information and can ask for corrections to be made. Individuals can contact Western Victoria PHN at any time and ask for corrections if it is felt the information held is inaccurate, incomplete or out-of-date.

There are some circumstances in which Western Victoria PHN is not required to give access to an individual's personal information, for example, where this would have an unreasonable impact on the privacy of others, or access would pose a serious threat to the life, health or safety of any individual, or to public health or safety. If Western Victoria PHN refuses to provide access, individuals will be usually be provided with reasons as to why access is refused.

Proof of identity is required before Western Victoria PHN provides access to personal information.

Further Information

For further information or enquiries regarding Privacy contact:

Commissioner for Privacy & Data Protection

Phone: 1300 666 444

Web: www.cpdp.vic.gov.au

Email: privacy@cpdp.vic.gov.au