

# PRIVACY STATEMENT

As an organisation which receives both federal and state funding Western Victoria Primary Health Network (WVPHN) comply with both sets of legislation most notably the [Federal Privacy Act \(1988\)](#) ('the Act.') which includes the Australian Privacy Principles which govern the collection, use and storage of personal information. As well as the Victorian [Privacy and Data Protection Act \(2014\)](#). For privacy matters WVPHN comply with both the national regulator – [Office of the Australian Information Commissioner \(OAIC\)](#) - and the state regulator – [Office of the Victorian Information Commissioner \(OVIC\)](#).

## Definitions:

Word/Term	Definition
<b>Health Information</b>	<p>In accordance with the Privacy Act (1988) health information means:</p> <ul style="list-style-type: none"><li>• Information or an opinion about:<ul style="list-style-type: none"><li>• the health, including an illness, disability or injury, (at any time) of an individual</li><li>• an individual's expressed wishes about the future provision of health services to the individual</li><li>• a health service provided, or to be provided, to an individual that is also personal information</li></ul></li><li>• other personal information collected to provide, or in providing, a health service to an individual</li><li>• other personal information collected in connection with the donation, or intended donation, by an individual of his or her body parts, organs or body substances</li><li>• genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.</li></ul>
<b>Personal Information</b>	<p>In accordance with the Privacy Act (1988) personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"><li>• whether the information or opinion is true or not</li><li>• whether the information or opinion is recorded in a material form or not.</li></ul>
<b>Sensitive Information</b>	<p>In accordance with the Privacy Act (1988) sensitive information means: <i>Information or an opinion about an individual's:</i></p> <ul style="list-style-type: none"><li>• racial or ethnic origin</li><li>• political opinions</li><li>• membership of a political association</li><li>• religious beliefs or affiliations</li><li>• philosophical beliefs</li><li>• membership of a professional or trade association</li><li>• membership of a trade union</li><li>• sexual orientation</li><li>• sexual practices</li><li>• criminal record</li><li>• health information about an individual</li><li>• genetic information about an individual that is not otherwise health information</li><li>• biometric information that is to be used for the purpose of automated biometric verification or biometric identification</li><li>• biometric templates.</li></ul>

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## Our Privacy Commitment:

At WVPHN we:

- Ensure personal information is collected and managed in accordance with the Privacy Act 1988 (Commonwealth), Privacy Amendment (Notifiable Data Breaches) Act 2017 and the Australian Privacy Principles.
- Manage all privacy complaints and inquiries which are received.
- Will provide individuals with the opportunity to deal with our organisation without having to reveal their identity or by pseudonym unless required by law or it is impractical.
- Only collect information that is necessary for its governance and operations.
- Only use and disclose information for the primary purpose for which it was collected. Consent will be required for any other use of personal information unless other legislation precludes this requirement.
- Take all reasonable steps to ensure personal information is accurate, complete and up to date.
- Take all reasonable steps to ensure that personal information is protected from misuse, loss, unauthorised access, modification and disclosure.
- Will take reasonable steps to destroy or de-identify the personal information we hold once it is no longer required unless it is contained within a Commonwealth record or where there is a requirement by law.
- Document, distribute and update a Privacy Statement.
- Provide access for individuals to their personal information and make any necessary corrections. Such access may not be provided if it places the life or health of others at risk.
- Ensure that any unique identifiers are only shared with other organisations when required by legislation or by explicit consent of the individual.
- Not transfer personal information outside of Australia without due process.
- Not collect any sensitive information about an individual unless required by law or without the individual's consent.
- Not collect unsolicited information.
- Will take reasonable steps to destroy or de-identify the personal information we hold once it is no longer required unless it is contained within a Commonwealth record or where there is a requirement by law.
- Not disclose personal information for direct marketing purposes without consent and provide the choice of opting-out where reasonable; communications deemed necessary as part of WVPHN's fulfillment of our duties to the Commonwealth and State Government and/or Community will be reviewed and considered by the Privacy Officer as required.

## Storing Information

Much of the information WVPHN 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.

In the event of an actual or suspected data breach Western Victoria PHN will follow the OAIC's Data breach preparation and response - A guide to managing data breaches in accordance with the Privacy Act 1988 (Cth). Further information can be found at <https://www.oaic.gov.au/>

Western Victoria PHN uses various external applications to conduct online surveys and for the registration, scheduling, and delivery of events. These external providers may also collect your personal information. To ensure that you are fully informed on how any personal information is being collected it is recommended you read the privacy policy of the third-party provider prior to participating.

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## Destruction of Information

Western Victoria PHN will take reasonable steps to destroy or de-identify the personal information it holds once it is no longer required. This does not apply where the personal information is contained in a Commonwealth record or where there is a requirement by law or a court/tribunal order to retain the personal information.

## 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. You may opt-out of the use of your personal information for marketing by the method explained in the correspondence or by contacting [info@westvicphn.com.au](mailto:info@westvicphn.com.au)

## 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 provided with reasons as to why access is refused.

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

## Complaints and Inquiries

If an individual who is internal or external to the organisation wishes to lodge a complaint or submit an inquiry in relation to WVPHN's adherence to the WVPHN Privacy Policy, or this document or the wider Privacy Legislation they should direct their complaint and/or inquiry to the WVPHN Privacy Officer/s who can be reached using any of the below methods:

<b>Phone:</b>	(03) 5222 0800 Please ask to speak to one of our Privacy Officer
<b>Email:</b>	<a href="mailto:privacy@westvicphn.com.au">privacy@westvicphn.com.au</a>

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<b>Postal address:</b>	Attention: Privacy Officer 131 Myers Street Geelong VIC 3220
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## Further Information

For further information or enquiries regarding Privacy contact:

Office of the Victorian Information Commissioner  
Phone: 1300 006 842 (1300 00 OVIC)  
Website: <https://ovic.vic.gov.au/about-us/contact-us/>  
Email: [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)  
Post: PO Box 24274, Melbourne VIC 3001