

What you can do if you think your privacy has been breached?

If you believe that your privacy has been breached you have a number of options.

You can contact WHGNE's Executive Officer and request an inquiry into the breach.

You can also contact one of the following for more advice:

Office of the Commissioner for
Privacy and Data Protection
State Government Office
121 Exhibition Street
Melbourne VIC 3000
Freecall 1300 666 444

Health Services Commission
30th Floor, 570 Bourke Street
Melbourne Vic 3000
Phone 03 8601 5200
Freecall 1800 136 066

Both commissioners have investigatory powers in relation to privacy practice and are able to serve compliance notices inclusive of penalties if a privacy breach has occurred.

WHGNE is the Hume region's government funded specialist women's health service. We work in partnership with women, local communities and organisations to identify women's health issues and to improve the accessibility of health services and health information for women in their local communities.

We offer a range of services including:

Research & Evaluation

- Identify gaps in service provision
- Investigate issues affecting the health & well being of women
- Plan, implement & evaluate collaborative research projects
- Contribute to local & regional planning processes

Professional training on issues relevant to women's health

- Gender & health
- Planning & evaluation
- Community development & health promotion

Seminars/Community Forums

- On women's health issues

Information & Resources

- Information & resources on all aspects of women's health
- Books, journals, reports & videos from a specialist library
- Referral to appropriate agencies for specific advice



Women's Health Goulburn North East Inc
PO Box 853 WANGARATTA VIC 3676
Phone: 03 5722 3009 Fax: 03 5722 3020
Email: whealth@whealth.com.au



WOMEN'S HEALTH
GOULBURN NORTH EAST

*challenging inequity
embracing diversity*

PRIVACY POLICY STATEMENT

Women's Health Goulburn North East is committed to protecting privacy and complying with applicable privacy laws and standards.

This brochure outlines what your rights are under the *Privacy and Data Protection Act 2014* and the principles covered in relation to the collection, use, storage, disclosure and access to information that is of a personal nature.

What is the Victorian Privacy Legislation?

The two pieces of legislation concerning the protection of private information came into force in Victoria in 2014 and 2002.

The two Acts that deal with the treatment of personal information collected by this service are:

- *The Privacy and Data Protection Act 2014*, which covers the treatment of personal information
- *The Health Records Act 2001*, which deals with the treatment of health information

Women's Health Goulburn North East Inc (WHGNE) must abide by these Acts when collecting, using, disclosing and providing access to personal information.

What is meant by "Personal Information"?

"Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not"

What are your rights ?

You have the right:

- To be fully informed about the amount and type of personal information being collected and held by WHGNE and how this information will be used
- To choose to remain anonymous or choose what level of personal information you disclose while using this service (although this may have implications for the level of service that can be provided to you)
- To an assurance that any personal information held by WHGNE will be protected from loss and misuse
- To gain access to personal information held about you and to correct that information if it is inaccurate
- To have a safe, secure environment when providing information that is sensitive or of a personal nature

How will WHGNE ensure your privacy is protected?

When collecting personal information WHGNE guarantees to:

1. Only collect information that is necessary for us to provide an appropriate service
2. Provide a safe, secure environment when collecting information that is sensitive or of a personal nature
3. To take reasonable steps to ensure you are made aware of:
 - Why the information is being collected.
 - Where the information will be kept and who will have access to it
 - To whom the organisation might disclose information
 - How you can gain access to the information
 - Any law that requires the particular information to be collected
 - The consequences (if any) if the information is not provided