

WHO ELSE PROTECTS YOUR PRIVACY?

The Federal *Privacy Act* protects personal information that is collected and handled by Federal Government organisations, such as Centrelink and the Australian Tax Office, and some private organisations, such as banks.

For more information contact the **Office of the Australian Information Commissioner:**

GPO Box 5218
Sydney NSW 2001
Australia

Local Call 1300 363 992
TTY 1800 620 241
Facsimile +61 2 9284 9666

www.oaic.gov.au
enquiries@oaic.gov.au

The *Health Records Act* protects health information that is held by public and private health service providers in Victoria. This includes doctors, hospitals and pharmacists, as well as any other organisation that holds your health information, such as fitness centres and employers.

For more information contact the **Office of the Health Services Commissioner:**

Level 30
570 Bourke Street
Melbourne Victoria 3000
Australia

Telephone +61 3 8601 5200
Toll free 1800 136 066
Facsimile +61 3 8601 5219
TTY 1300 550 275

www.health.vic.gov.au/hsc/
hsc@dhs.vic.gov.au



Office of the
Victorian Privacy
Commissioner

Level 11
10-16 Queen Street
Melbourne Victoria 3000
Australia

GPO Box 5057
Melbourne Victoria 3001
Australia

Telephone +61 3 8619 8719
Local Call 1300 666 444
Facsimile +61 3 8619 8700
Local Fax 1300 666 445

www.privacy.vic.gov.au
enquiries@privacy.vic.gov.au

YOU HAVE PRIVACY RIGHTS



Office of the
Victorian Privacy
Commissioner

THE VICTORIAN INFORMATION PRIVACY ACT

Privacy is about having control over who knows what about you.

The *Information Privacy Act* is the law in Victoria that gives you rights and helps protect the privacy of your personal information. This includes the personal information of temporary Australian residents, including international students.

The *Information Privacy Act* has rules about the way Victorian government organisations, including local councils, collect and handle your personal information.

WHAT IS PERSONAL INFORMATION?

“Personal information” means information or opinion about you that is recorded by a government organisation. Some examples of personal information are your name, sex, date of birth, address, financial details, marital status, education and employment history.

Some personal information is called “sensitive information” and is given extra protection under the law. This includes information about your racial or ethnic origin, religious beliefs, political views, sexual preferences, membership of unions and criminal record. Generally your consent is needed if organisations need to collect sensitive information.

HOW YOUR PERSONAL INFORMATION IS PROTECTED

Victorian government organisations can only collect your personal information if it is necessary to do their work, for example in order for you get your driver’s licence or to pay council rates.

The organisation must tell you:

- Why they are asking for your information and what they are going to do with it
- What law, if any, allows them to ask for your information
- Who else will see your information
- What will happen if you don’t provide your information
- How you can see information that is about you, and correct it if it is wrong or needs updating

Organisations that collect your information must keep it safe and make sure it is not lost or misused. Information about you should be kept accurate, complete and up-to-date.

Your personal information can only be used and disclosed for the reason it was collected, or for a related purpose you would reasonably expect.

In some situations the law also allows your information to be used for other reasons, such as to protect your safety or for law enforcement purposes.

YOUR PRIVACY RIGHTS

It is important that you are aware of your privacy rights under the *Information Privacy Act*, and know what to do if you have a problem.

You have the right to:

- Know why an organisation is asking for your information and what they are going to do with it
- Make a complaint if you believe your privacy has been breached

WHAT IS A PRIVACY BREACH?

A “privacy breach” can happen when a government organisation doesn’t follow the rules under the *Information Privacy Act*.

WHAT CAN I DO IF I BELIEVE MY PRIVACY HAS BEEN BREACHED?

If you believe that an organisation has breached your privacy and you need further information and assistance, you can telephone, email or visit the Office of the Victorian Privacy Commissioner.

The Commissioner’s staff can:

- Answer your questions and give you more information
- Help you put your complaint in writing
- Help you and the organisation to talk about the problem
- Put you in contact with another office that can help when needed

There is no cost for advice and assistance. Free interpreting and translating services are used when needed. All enquiries are kept confidential.