

# Privacy Policy

healthAbility is committed to protecting your privacy and to the principles of the *Privacy Act 1988* and *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

We have systems and processes that ensure compliance with the legislation including the protection of health information including both personal and sensitive information.

Client records are maintained in line with the requirements of the *Health Records Act 2001*.

## Collection of information

healthAbility only collects personal information necessary to ensure we can provide you a beneficial and appropriate service.

## Use and Disclosure of Information

healthAbility only uses your information for the purpose it was collected.

We do not use or disclose your information for any other purpose, unless required or permitted to under law. We will obtain your consent to share your information such as referral to other services or to your GP.

Your information may be disclosed without your consent where required by law; for example to a court when required in relation to legal proceedings, reporting of notifiable diseases, to prevent or lessen threat to health or life of yourself or others.

healthAbility does not store or disclose your information in any manner that allows access by overseas recipients or unauthorised parties.

## Access and Correction

You or your nominated representatives are able to access your information by request to a staff member or the Chief Executive Officer.

If you make a request to access your information, we will require you to verify your identity and specify the information you require.

Access will be provided in line with the criteria of the Freedom of Information Act 1982.

Access may be refused in some circumstances and an explanation will be provided.

You also have the right to request an amendment to incorrect information held about you.

## Storage and Disposal of Records

Information held by healthAbility is stored in both electronic records and paper files. Information held in electronic databases is protected by a range of robust security measures including passwords and secure IT systems.

healthAbility retains your information as required by the Health Records Act 2001 and is

stored in secure facilities within the organisation. Back-up copies of information is stored in secure IT facilities away from our sites.

Disposal is undertaken in such a manner to ensure the confidentiality of all records.

## Anonymity

You may wish to not identify yourself when requesting support from healthAbility. We will respect this wherever possible. However this may not be possible for the majority of services we offer.

## Questions or Complaints

If you have a question or concern about the way your personal health information is being managed, or you have a complaint in relation to privacy or confidentiality of your information, please contact the Chief Executive Officer on 9430 9100 or at 917 Main Road, Eltham 3095.

Your question or complaint will be handled in a sensitive and confidential manner.

If you are not satisfied with the way in which we handle your information or deal with your concerns you may speak to the office of the Health Services Commissioner on 1300 582 113.



Inspiring people and communities  
to be healthier and inclusive

healthability.org.au

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healthAbility is an operating division of Nillumbik Community Health Service Ltd. ABN 32 180 310 839