



# **Your Information - It's Private**

## ***What does Carers Victoria do with information about you?***

### **Who are we?**

Carers Victoria is one of a number of health and community care services in your area that work together in partnership to meet your health needs.

### **What information do we collect about you?**

If you are our client, we keep your name and contact details on your consumer record (carer file). Other details such as your support plan and information about your caring situation are recorded each time you contact us.

If you are responding to a request by us for information (such as a survey, competition or request for feedback), we record the information in a file or database that relates only to that request for information.

### **Why do we collect your information?**

The information we collect helps us to keep up to date details about your needs so we can support you in the best possible way. We use this information, along with surveys and feedback, to better manage and plan our services.

Sometimes we collect information for a one-off purpose (such as a competition). We will tell you why we are collecting that information, and the information we collect will only be used for the purposes stated.

### **How will your information be protected?**

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely. If you send us information electronically, we don't track it or reuse it in any way.

### **Who else sees your information?**

Your information can only be seen by the professionals in this service who are involved in your support, or in specified one-off projects. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

Sometimes we may publish summaries of surveys. These never identify you as an individual.

We may also be required to publish information relating to one-off projects (for example, to publish the name of a competition winner). We will always tell you in advance how we will be using information collected under this type of restriction.

### **What say do you have in what happens to your information?**

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record this is your right, but it may affect our ability to provide you with the

best possible services. Talk to us if you wish to change or cancel your consent.

**Can you access your information?**

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

**Any other questions?**

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our consumer, or if you wish to access your record.

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