



## Privacy statement

### Respecting your privacy

Peninsula Health is committed to respecting your privacy. We are required by law to protect any personal information we collect about you. We comply with all Victorian legislation relating to confidentiality and privacy, including the *Health Services Act 1988 (Vic)* and the *Health Records Act 2001 (Vic)*.

When you become a patient or a client of Peninsula Health we record your name, address, contact details, information about your health and the treatment you receive, and contact details of your local doctor and next of kin. Each time you attend a Peninsula Health service, we add new information to your medical record.

#### Collecting your information

We collect only the personal information that we need to provide you with care and treatment. We always try to collect it in a fair, lawful and non intrusive way. Wherever possible, we collect information directly from you rather than from third parties. We do our best to tell you if we collect information about you from a third party.

When we collect information from you we tell you why we are collecting it. We tell you which laws require us to collect the information and the organisations or type of organisations to whom we would usually disclose it.

#### Using and disclosing your information

We use your personal information only for the main purpose that we need it, or for a directly related purpose.

We cannot use or disclose your personal information unless it is required, authorised or permitted under law. All staff employed by Peninsula Health and all volunteers at Peninsula Health understand that they are legally obliged to keep your information confidential.

#### Keeping your information up to date

We do everything we can to make sure that the information we hold about you is accurate, complete and up to date. The *Public Records Act 1973* requires us to hold some records for extended periods. We do not keep information longer than we need to.

#### Storing and protecting your information

We control and monitor access to our record keeping and computer systems. Our staff and authorised external users can access only those systems that their duties require. We have comprehensive auditing procedures to prevent and detect unauthorised access and fraud.

Our physical or paper records are securely stored and can be accessed only by authorised personnel. Our computer systems can be accessed by authorised users only.

Any suspected infringements of privacy are thoroughly investigated. We have prevention strategies to identify any weaknesses in our procedures and systems. We continually review these strategies. If any infringements of privacy are confirmed, we will take disciplinary action.

## Making your personal information available to other people

We do not make your personal information available to other people unless they need it to provide you with care and treatment, and we do this only if the law allows. For example: we may share information about your care with your local doctor or another hospital if they need it to provide you with care or treatment.

We cannot transfer your health information outside Victoria unless the organisation receiving it is subject to laws that are very similar to those that apply to Peninsula Health or it is in your interests for us to transfer your health information but it is impractical to obtain your consent.

There may be other times when the law says that we have to disclose your personal information. For example: we may have to disclose your medical record in court; or we may have to provide personal information about you if there is a serious and imminent threat to someone's life, health, safety or welfare or if there is a serious threat to public health, safety or welfare.

## Accessing your information

If you ask us, we will give you access to information we hold about you. However, we do not have to give you access if the law says we do not have to disclose your information or if it means we would unreasonably disclose information about other people.

When you request access to your health information we ask you to complete a special application form. There may be a fee.

You can contact us if you:

- Want to have access to health information we hold about you
- Believe information we hold about you is inaccurate and want to ask us to amend it
- Want to know more about the type of information we hold, why we hold it, and how we deal with it; or
- Have concerns that we may have infringed your rights to privacy.

## Contact

Privacy Officer / Freedom of Information Officer  
Frankston Hospital, PO Box 52, Frankston VIC 3199  
Telephone (03) 9784 7624

Disclaimer: The information contained in the brochure is intended to support, not replace, discussion with your doctor or health care professionals.

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### Peninsula Health

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Building a **Healthy**  
**Community**, in Partnership