

Privacy Statement

Jewish Care (Victoria) Inc. is committed to protecting all personal and health information that we collect, hold and use in accordance with the Commonwealth Privacy Act 1988, the Victorian Information Privacy Act 2000, the Privacy Principles under those Acts and the Victorian Health Records Act 2001 and the Health Privacy Principles under that Act. Below are details of the approach we take to collect, use, protect and disclose personal and health information.

Collection and use of personal and health information

We collect and use personal and health information where necessary to process applications, provide relevant services and plan for client care and service delivery. Some personal and health information concerning clients and their family members is collected and used to assess the level and type of care appropriate to the client's needs and to assist with entitlement claims. We also collect and use personal information to provide services, administer relationships for internal purposes (such as procedural assessments, risk management, product and service reviews, research, staff training, accounting and billing) and to identify and inform you of services that may be of interest.

Disclosure

Jewish Care may disclose your personal and health information to third parties where necessary to provide services, plan for service delivery and facilitate employment and volunteering. This may involve disclosure to contractors and other care providers. We may also disclose this information to the Commonwealth or Victorian Governments or their agencies, in accordance with the provisions of relevant laws. Wherever practical, we ensure that any third party to whom personal or health information is disclosed is aware of our obligations under the Privacy Act and the Health Records Act and that they agree to be bound by these obligations. We will only disclose your personal and health information to third parties where this is for the purpose for which you have provided it to us (for example, to facilitate the delivery of services to you) or for reasons closely related to that purpose and where that disclosure would be reasonably expected by you. Other than for these purposes, we will only disclose your information after obtaining your further consent or where a law requires us to.

Protection of information

Jewish Care has security measures in place and all personnel who handle personal and health information have a duty to protect it from unauthorised access, use or disclosure. When information is no longer required to be held it is destroyed appropriately.

Accuracy of information, access and correction

All reasonable steps will be taken to ensure that personal and health information held by Jewish Care is accurate and up-to-date. On request, subject to the exceptions set out in the National Privacy Principles and the Health Privacy Principles, an individual will be provided with access to personal or health information held about them and given reasonable opportunity to correct any inaccuracies or out-of-date information. A request for access can be made to the Privacy Officer whose details appear below.

Contact Jewish Care

If you would like to request further information in relation to Jewish Care's privacy policies and procedures, access personal or health information or make a complaint about a privacy issue, please contact Jewish Care's Privacy Officer:

 **For more information, please call Jewish Care on (03) 8517 5999, email privacy@jewishcare.org.au or write to:**
The Privacy Officer
Jewish Care (Victoria) Inc.
PO Box 6156
St Kilda Road Central
Melbourne Victoria 8008