

CLIENT PRIVACY CHARTER



This Charter sets out YSAS' commitment to our clients to:

1. Safeguard your privacy rights, and
2. Manage your personal information in line with privacy and information security legislation.

YOUR RIGHTS AND RESPONSIBILITIES

You can access information that we collect about you, except where this is prohibited by law. You can also correct your information if you believe it is inaccurate, not up-to-date, misleading, or not complete. We will provide a response to you within 30 days.

To assist us to keep your information up to date, we ask you to notify us promptly of any changes of:

- address
- contact details
- circumstances

GOT FEEDBACK?

Contact your worker or YSAS' Privacy Officer if you have a question about the way your information is being managed, or a complaint about the privacy of your information.

privacy@ysas.org.au • 03 9415 8881 • Privacy Officer • **YSAS** • PO Box 2950, Fitzroy 3065.

If you are not satisfied with the way we handle your information or deal with your concerns, you can make a formal complaint to:

**Health Services Commissioner
Complaints and Information**

1300 582 113

hsc@health.vic.gov.au

Commission for Children and Young People

1300 78 29 78

childsafec@ccyp.vic.gov.au

WHAT YOU CAN EXPECT FROM US

You will be informed about the personal information we need to collect about you, why we collect it and how it will be used and handled.

Your information will be kept:

- accurate
- up to date
- secure
- confidential

Limitations to confidentiality will be explained to you.

We will only release identifiable information about you if you agree or if required by law, such as in a medical emergency, or if there is a serious threat to your health and well-being or that of someone else.

If we use your information for reporting and planning, it will not be identifiable

