

What to do if you think your privacy has been breached

If you feel your privacy has been breached, or you have been denied access to your information unreasonably you could use our complaints process.

See our complaints brochure for information about how to register a complaint or speak to a staff member.

If you are dissatisfied with the response Unison gives or don't wish to use the complaints process please contact one of the following for advice:

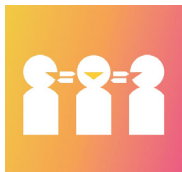
Commissioner for Privacy & Data Protection

PO Box 24014 Melbourne Vic 3001
P 1300 666 444
www.cpdp.vic.gov.au

Health Services Commissioner

Level 26, 570 Bourke Street Melbourne 3000
P 1300 582 113
Commissioners have investigative powers in relation to privacy practice and are able to serve compliance notices inclusive of penalty units if a privacy breach has occurred.

If you need support from an interpreter please let us know and we can arrange it.



Contact us

We welcome your positive and negative feedback on the services we provide. You can provide feedback by contacting us on line, in person, in writing or by phone. Our contact details are listed below.

Online

www.unison.org.au

In person

Appointments are available Mon to Fri, 9am – 5pm (public holidays excluded) at our offices.

In writing or by phone

Contact your local office

Full list of phone numbers and addresses is available on our website

Head office

PO Box 12145 A'Beckett St, Melbourne 8006

P 9349 0250



unison[®]

Information privacy and your rights

Communities
that thrive

Information, Privacy – Your Rights, Our Responsibility

Victorian Privacy Legislation and your information

In Victoria there are two pieces of legislation that Unison must comply with in the way that we collect, use, disclose, and provide access to personal information we hold about you.

These are the Privacy and Data Protection Act 2014, which applies to the treatment of all personal information collected about you by this service, and the Health Records Act 2001, which relates to the treatment of any health information this service may be required to collect about you.

What is personal information?

“Personal Information” is defined as any recorded information or opinion, whether true or not, which identifies or potentially identifies an individual. Name, address, and date of birth are all pieces of information that identify individuals.

Your information privacy rights

You have many rights while you are using services of Unison, but there are specific rights related to privacy, including:

- The right to be fully informed about the amount and type of personal information being held about you at Unison, and how it is treated.
- Ongoing assurance that any personal information held by Unison about you will be protected from loss and misuse.
- The right to choose what personal information you are prepared to disclose.

You are not required to disclose everything to us (although this may have implications for the level of service that can be provided to you).

- The right to gain access to the personal information held about you, and the right to correct that information if it is inaccurate.

If you would like to see a full copy of Unison’s privacy policy & procedures go to www.unison.org.au, ask a staff member, or ring 9349 0250.

How we handle your information

Collection of Information

- Information should not be collected unless it is necessary in order to provide you with a service.
- Information should not be collected again if the service already has it.
- You should be advised about what will happen to your information (why it is being collected, who will see it, where it will be kept, and who will have access to it).

Use of Information

Information that has been collected about you can only be used for the purpose/s for which it was collected, or where it is reasonably expected that it would be used (i.e. within the same service), or if you give your consent for your information to be used for other reasons.

Consent means that:

- you have been informed about what you are consenting to
- you provide your consent freely
- your consent is specific to the issue in discussion, and
- your consent is current.

Protection of information

The personal information Unison holds on you must be protected from loss and misuse. This is done by:

- password-access for Unison computer system & electronic client records
- never leaving files on desks or in cars
- always securing files in a locked office
- ensuring only Unison staff access your file
- ensuring personal information you have provided is not changed without your knowledge and consent

How to access your information

In order to access your Unison file, simply ask a worker to copy it for you. You will then be asked to sign a release form to say that you have taken this information with you. Unison will aim to comply with your request in a timely manner. If access is denied, then you will be told why in writing.