

spectrum privacy statement

protecting your privacy

Spectrum is committed to protecting the privacy of its clients personal information in accordance with the Privacy Act 1988 (Cth), Victorian Health Records Act, and other relevant legislations. Our staff are trained in protecting your privacy.

what information we will collect from you.

To enable us to provide a quality service that meets your needs, we will collect personal information about you where possible directly from you or from one of our referral agencies. Personal information we collect includes sensitive information and health information; name, address, telephone numbers, emergency contact, cultural background, visa types, languages spoken, legal issues and details of your medical history may be required. More detailed health information including information or opinions about a medical condition or records may also be required depending on which services you wish to access. We may also collect your feedback and complaints from time to time.

At the time of collecting this information we will advise you of the types of information we collect, primary purpose for collecting information and any other organisations your information maybe disclosed to in order to deliver our services. We will seek your consent in a fair and lawful manner. If you are unable to provide consent we will sort to obtain permission from your appointed advocate, guardian or carer.

what we will do with your information

Your information will be used for the primary purpose of providing Spectrum aged and disability services, training or settlement, youth and family services. It may be used to assess eligibility to access services and customise our services to meet your needs.

From time to time, your personal information may be provided to a third party. These include Local, State and Australian Government departments, other organisations we work with to deliver services or as required by law.

Spectrum will not disclose your information to any third party outside of Australia and will not use your information for direct marketing purposes of any sort without your prior consent. This includes the use of photographs.

Spectrum will store hard and electronic copies of your information in a secure manner for a period of 7 years.

We will make every effort to ensure the information we hold about you is accurate, up to date and complete. You may at any stage request access to the information we have about you. You can request to have your information updated, amended or where applicable, released to another health service provider.

To access your personal information or to make a complaint about how we have managed your information in accordance with the Privacy and Health Records Acts, or request to see our full privacy policy, please contact our (Privacy Officer) email info@spectrumvic.org.au

