

# RFDS Victoria

## Consumer Privacy Statement



The Royal Flying Doctor Service (RFDS) Victoria aims to give people living in rural Victoria access to quality health services.

Your personal information may be collected by one of our partners or directly by RFDS staff. We respect your privacy and recognise our duty under the privacy laws.

We have steps in place to ensure that we follow the Australian Privacy Principles (APPs). We use these processes when we collect, use, share, store, secure and dispose of your personal information.

More information on the APPs specific to health information is available on the Office of the Australian Information Commissioner (OAIC) website:

[www.oaic.gov.au](http://www.oaic.gov.au)

### What is personal information and why do we collect it?

Personal information is information that identifies a person.

This can include:

- Name
- Address(es)
- Email address
- Phone number(s)
- Date of birth
- Medicare Card
- Health care card
- Next of kin

Our staff will only collect what we need for us to provide a safe and quality health service. We may obtain this information through telephone, interviews, forms, and from other health services.

### How do we use your personal information?

We may use your personal information for:

- Making decisions with you about your health care
- Communicating with other health services who are part of your health care team
- Reminding you about bookings or to make follow-up appointments
- Funding, billing and payment related to your care.

We might also use some of your personal information to support research and improve our service. When we do this, we make sure that you cannot be identified.

### Security of your personal information

We have steps in place to store your information securely. This security protects your information from:

- Misuse and loss
- Other people accessing it
- Changes being made
- Being shared with others without your knowledge

We also follow rules about how long we store your information for.

We will store your personal information for 7 years after the last time you used one of our services, or until you turn 25 years old (if we collected information when you were less than 18 years old).

We take reasonable steps to destroy or permanently de-identify your information when we no longer need it.



Royal Flying Doctor Service  
VICTORIA

## Access to your personal information

You have the right to access the information we hold about you at any point. You may also request that corrections be made to this information. We may give you access in different ways depending upon how we hold the information including:

- Looking over the records
- Taking a copy of the records with you
- Having the records explained to you.

Please contact us in writing if you wish to access your personal information. We may ask for identification before releasing the information to you. There may be a fee for gathering your information and giving it to you.

There are some situations where we are not able to give you access. If this happens, we would give you written information on why we have refused your request.

## Maintenance of your personal information

We aim to keep your personal information up to date. It is important that you let us know of changes to your personal information. This will help us to provide a safe and quality service to you.

## Disclosure of your personal information

All personal information gathered by RFDS Victoria will be confidential and secure. We may use your personal information for other reasons. These include referring you to another health service. We may also provide your information if:

- It is required by a court;
- You provide your approval to:
  - Provide a written report to another health service or agency e.g. a GP or a lawyer; or
  - Discuss the material with another person, e.g. a parent or employer;
- You or another person is at serious risk;
- It is required by law.

*We may update this Privacy Statement from time to time. The current version of this document will be available at our service sites or provided by our staff upon request.*

## How can you raise concerns about how we handle your personal information?

At any point during your care, you have the right to raise concerns about how we manage your personal information. You can raise your concerns by:

- Using our feedback form
- Make a complaint with a member of your care team
- Emailing [info@rfdsvic.com.au](mailto:info@rfdsvic.com.au)
- Calling RFDS Victoria on **03 8412 0400**.

If you are not happy with our response or we do not respond to you within 30 days, you can raise concerns directly with the OAIC. There is no charge to do this.

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

Telephone: **1300 363 992**



Royal Flying Doctor Service  
VICTORIA