

Youth Health Clinic

Privacy Charter

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

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

WHAT YOU CAN EXPECT FROM US

We create a client file for all young people who see us. Your client file contains all the information we collect about you, and includes things like:

- your details
- personal information you provide to us
- your health information
- details of your care and services we provide to you
- the results of any tests or scans

Each time you meet with a worker, we will record it in your client file. Information we collect is used to provide you with safe, appropriate and quality care.

Your information will be kept:

- accurate
- up to date
- secure
- confidential

We understand that some information you provide to us (such as your sexual orientation, gender identity, intersex status and relationships) can be sensitive, and we will work with you around how you would like this information to be collected and recorded.

HOW WE KEEP YOUR INFORMATION SAFE

Our service uses clinical management software to keep your information secure, and our data systems meet recommended security requirements. This software also ensures that only required information is included in documents such as referral letters and reports.

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. In these situations, we will do our best to work with you to decide what is shared, how it is shared, and who it is shared with.

We remove all identifying details (including names, addresses and contact details) from information that is used for planning and reporting purposes.

We do not send any of your information overseas.

YOUR RIGHTS AND RESPONSIBILITIES

You have the right to 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. If you request access to your information, we will provide a response to you within 30 days.

If you want to access your information or want it to be corrected, please speak to a worker or contact privacy@ysas.org.au

To assist us to keep your information up to date, please let us know if your details change!

GOT FEEDBACK?

Contact your worker or YSAS' Privacy Officer if you have any questions about the way your information is being managed, or a complaint about the privacy of your information. You do not have to give your name, and can do this anonymously.

All complaints are responded to within 7 days.

Email: privacy@ysas.org.au

Phone: 03 9415 8881

Mail: YSAS Privacy Officer
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