

Your Information - it's Private





What information do we collect about you and why?

Gippsland Lakes Community Health (GLCH) creates a client record for you when you use one of our services.

Your name, address, phone number and information about why you used our service is recorded.

Each time you visit us we add new information to your record.

This information helps us treat and care for you.



How will your information be protected?

We have strict rules that make sure your information is stored securely.

Your information is also protected by law.



Who sees your information?

Your information can only be seen by GLCH staff involved in your care.

We will not use or tell anybody your information unless it is needed for legal reasons.



Can I see my information?

You have the right to see your information and to ask for it to be changed if needed. Please ask to see our Privacy Officer for more information.



What if I am not happy about the way my information is handled?

You may contact the Privacy Officer by telephoning **5155 8300**.

If you are still not happy you can make a formal complaint to the Health Services Commissioner by telephoning **1800 136 066**.



Help in your language

Gippsland Lakes Community Health can arrange an interpreter free of charge for you. Ask a staff member for assistance.

Confidentiality

You have the right to expect that anything you tell our staff is kept private.

Let us know what you think

If you are not happy with the way we have dealt with your issue you can contact:

Health Services Commissioner

Level 30, 570 Bourke Street
Melbourne, Victoria 3000

Freecall: 1800 136 066

