

## Protecting Your Privacy

### How is personal information collected?

In order to provide the best possible services to you, Relationships Australia Victoria collects personal information including:

- contact details for each family member
- basic statistical information
- details of any relationship concerns.

When you arrive at one of our centres, you will be asked to complete some data collection forms. Demographic data and relationship issue data collected in this way is provided, as required, in an unidentifiable form, to relevant government funding bodies.

We keep personal contact details separately in secure storage for reference throughout the period that you receive services from us.

We check the accuracy of information by telephone or in person at first contact, and update this data as services progress to completion. Please inform us of any changes to your personal details.

### How is information kept secure?

Personal information collected by Relationships Australia (Victoria) is treated as confidential and is protected by the Privacy Act 1988 and Privacy Amendment (Private Sector) 2000. All personal information that is collected is stored securely and made safe from unauthorised access, loss, misuse, modification or disclosure. We have comprehensive policies and procedures in place in order to keep information confidential.

### What if you require access to information?

Please talk to us if you require access to view information given to us. We ask that you put in writing your request with an explanation as to the reason for the request.

As many of our services are funded under the Family Law Act, there are legislative restrictions on copying information collected or on the provision of reports.

In addition, you cannot view information about another individual/partner without their specific permission. Access to information may also be denied if we assess that there is an immediate threat to the health, life or safety of a person or child. A reason will be given for denial of access.

### A further point about privacy

We understand that information that we collect about you or your relationships is important to you.

Our staff work with a range of issues affecting your life. We realise this information can sometimes be sensitive. We have been providing confidential services to the Victorian community for many years and we take seriously our commitment to privacy and privacy legislation.

If you have any concerns, please telephone your local Centre Manager or express your concerns in writing to the organisation.

Contact details can be found at our website:

[www.relationshipsvictoria.com.au](http://www.relationshipsvictoria.com.au)

Phone (toll free): 1300 364 277