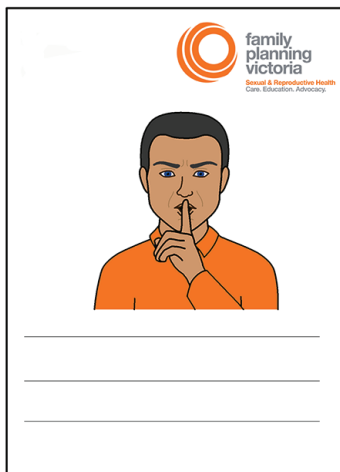




**family
planning
victoria**

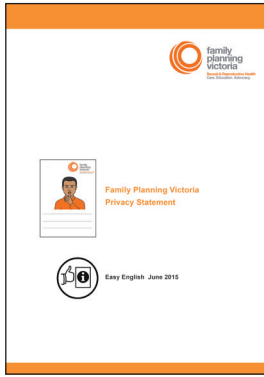
Sexual & Reproductive Health
Care. Education. Advocacy.



Family Planning Victoria Privacy Statement



Easy English July 2015



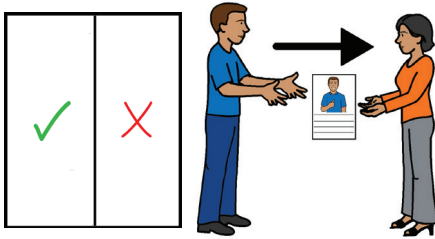
About this factsheet

In this factsheet we might use hard words.

The first time we use a hard word it is in **blue**.

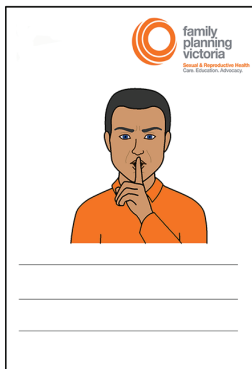
We write what the hard word means.

Privacy policy

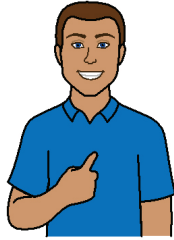


There are rules about what Family Planning Victoria

- does with your **personal information**
- does **not** do with your personal information.



Some people call these rules a **privacy policy**.



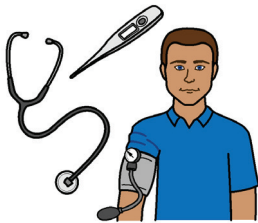
Personal information

You might tell Family Planning Victoria personal information.

Examples of personal information are your

- name
- address
- date of birth.

We also keep health information.



For example, your

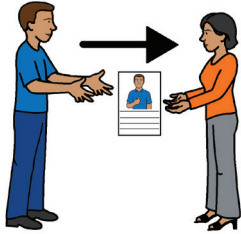
- medical history



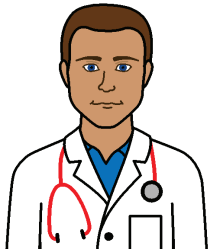
- medication.

You can ask Family Planning Victoria what other personal information we keep.

Family Planning Victoria and your personal information



Family Planning Victoria collects your personal information.



The information is used to

- tell doctors and health professionals about your condition.



- record how much money is owed to Medicare and other doctors caring for you.

- do medical research.

You will need to agree to this first.

- help train new doctors and nurses.

You will need to agree to this first.



Do you have to give Family Planning Victoria your personal information?



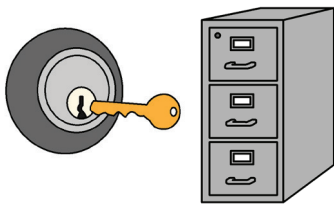
No.



But we may **not** be able to help you with all of our services.

We keep your information safe

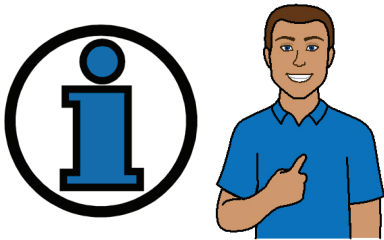
We keep your personal information in a safe place. For example, we



- put locks on filing cabinets



- have passwords on computers.



How can you see your personal information?

You need to do 4 things

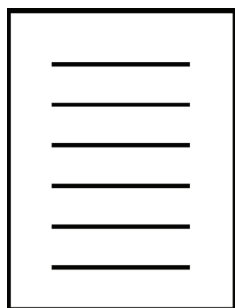


1. Phone or email the Privacy Officer

Phone 03 9257 0100

Email tdimitriadis@fpv.org.au

The Privacy Officer will send you a form.



2. Fill out the form.

3. Make a photocopy of something that says who you are. For example,

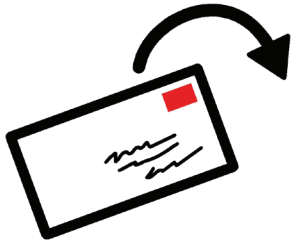


- Driver's licence

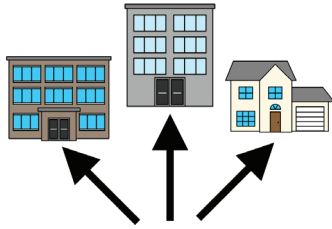
- Passport



- Health Care Card.

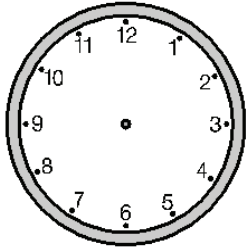


4. Send the form and photocopy to
Privacy Officer
Family Planning Victoria
GPO Box 1377
Box Hill VIC 3128



We will tell you

- where to go

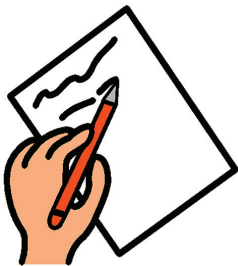


- when to go.



You can

- read your personal information



- write down things

- ask us to copy things.



You may have to pay a fee. We will tell you.

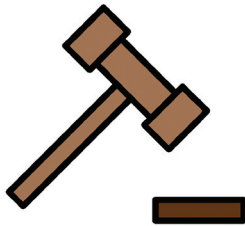


Important

Sometimes we must say you can **not** see

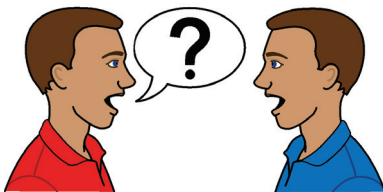


- your personal information
- your child's personal information.



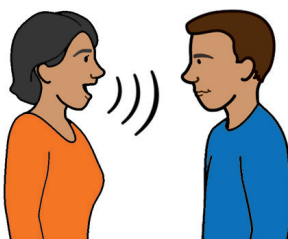
For example when,

- the law says we must say no



- someone else asks for your information

- a doctor tells us it might hurt someone.



If we say no, we will tell you why.



Complaints

A **complaint** is when

- you are **not** happy

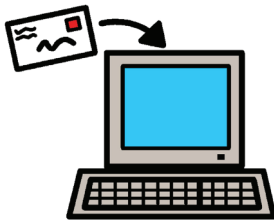
and

- you tell someone the reason.



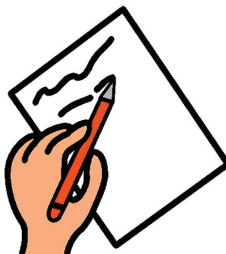
You can make a complaint about what Family Planning Victoria

- did with your personal information
- did **not** do with your personal information.



To make a complaint

- email EA-CEO@fpv.org.au

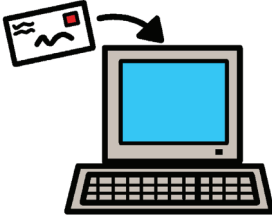


- write to
Privacy Officer
Family Planning Victoria
GPO Box 1377
Box Hill VIC 3128



Still not happy

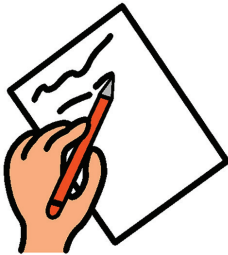
If you are still **not** happy, you can contact the Victorian Health Services Commissioner



- email hsc@dhhs.vic.gov.au



- phone 1300 582 113



- write to
Health Services Commissioner
Complaints and Information
Level 26
570 Bourke Street
Melbourne VIC 3000

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Scope's Communication and Inclusion Resource Centre
wrote the Easy English. July 2015 www.scopevic.org.au

To see the original contact Family Planning Victoria.

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