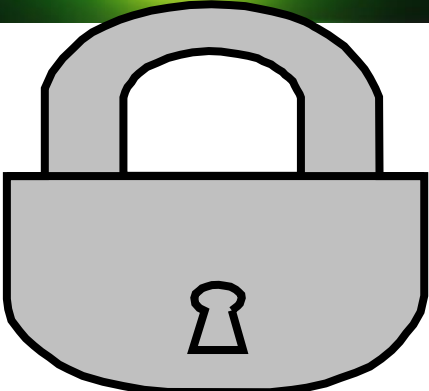



Your rights – Your Personal Information

	<p>To understand:</p> <p>What – we collect</p> <p>Why – we have it</p>
	<p>How – we use it</p> <p>Who – we share it with</p>
	<p>You give Consent to us to Collect; Use, share your information</p>
	<p>Your information is Safe</p>

**Your Personal Information -
You have the right to**

	<p>Access to your information</p>
	<p>Correct & amend your information</p>
	<p>Complain if we mismanage or breach your privacy</p>




Our responsibilities –

**Sometimes we cannot allow Access to Your
Personal Information if**

	<p>It may endanger a person</p>
	<p>It is unlawful</p>
	<p>Access by third party has not been authorised</p>

If you ask to Access or Amend Your Personal Information.....

We will contact you within

 <p>5 Days</p>	<p>To Confirm that we have received your request</p>
 <p>14 Days</p>	<p>To notify you If we need more time <u>or</u> to request more information from you</p>
 <p>30 Days</p>	<p>Yes - to tell you when, where, how <u>or</u> NO Tell you why access is denied</p>



Are there any Costs involved to Access or Amend my Personal Information?


*Sometimes – there are Costs involved in providing
Access to or Amendment of Personal Information,
if the request is complex and involves resources and
materials.*

**UC Life Assist uses Freedom of Information
(FOI) Guidelines in regard to any charges**

**Any costs are decided by talking to you and
making sure you understand and agree before
we provide access to information.**

**Some costs that may be charged are explained
on the following pages:**

<p>1. Lodgement of Request to Access Information</p>	
<p>2. Inspection – Provision of room for 2 hours to view hard file documents at UC lifeAssist Brandon Park</p>	
<p>3. Staff assistance in viewing information</p>	<p>You pay \$6.25 per half hour</p>
<p>4. Transportations Costs to Brandon Park</p>	<p>You pay</p>
<p>5. Document Copying</p>	<p>First 20 pages are</p>


<p>Document Copying</p>	 <p>After 20 pages you pay \$0.50 for each page (double-sided)</p>
<p>6. Searching for Documents</p>	<p>\$ 15 per hour</p>
<p>Transcripts – writing or typing information from audio, video or other files</p>	<p>\$4.40 per hour</p>
<p>7. Delivery fee</p>	<p>If the delivery will cost more than \$20, we will ask you to pay a deposit.</p>
<p>8. Document Translation</p>	<p>We pay up to a maximum cost of \$600</p> <p>You pay for costs above \$600</p>

<p>9. Interpreter</p>	<p>We pay for a maximum of \$160</p> <p>You pay for costs above \$160</p>
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What can I do if

I don't agree with the decision or costs?

You can contact the

	<p>Manager of</p> <p>People and Culture</p> <p>on 9239-2500</p>
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**Office of the Australian
Privacy Commissioner**

Phone: 1300 363 992

Email:

enquiries@oaic.gov.au

Web:

www.oaic.gov.au



**Office of the Victorian
Privacy Commissioner**

Telephone: 1300 666 444

Website:

www.privacy.vic.gov.au

	<p>Office of the Health Services Commissioner</p> <p>Telephone: 1800 136 066</p> <p>Website: www.health.vic.gov.au/hsc</p>
	<p>Fairwork Ombudsman</p> <p>Call 13 13 94</p>