

## **National Association for Loss & Grief (Vic) Inc**

The National Association for Loss & Grief (NALAG) is bound by the Information Privacy Act 2000 , which applies to the treatment of all personal information collected about you by this service, and the Health Records Act 2001, which relates to the treatment of any health information this service may collect.

### **What is personal information?**

“Personal information” is defined as any information which identifies or potentially identifies an individual. Name, address and date of birth are all pieces of information which obviously identify individuals.

### **How we collect personal information**

NALAG collects personal information directly from you via your membership application form, annual renewal form, your correspondence and phone calls and practitioner referral form.

### **How we use your personal information**

Your personal information may be used in order to:

- Provide you with a range of services
- Administer, manage and develop those services

### **Protection of your personal information**

For the purposes outlined above, we may at times disclose your personal information to organisations external to NALAG. These organisations include:

Outsourced service providers such as

- Mailing house
- Information technology service
- Auditors
- Government authorities such as Workcover or Victims Referral & Assistance Service

In addition for Accredited Practitioners

- Your nominated contact phone numbers will be released to the public upon request
- Your name, the suburb in which you practice and your nominated phone numbers will be published on the NALAG (VIC) website at [www.nalagvic.org.au](http://www.nalagvic.org.au)

If you are not in private practice and therefore have no wish for your information to be passed on do **not** return a practitioner referral form to NALAG (VIC)

### **Protection of your personal information**

Only NALAG (VIC) staff have access to your personal information.

#### **Access**

You have the right to access the information held by NALAG (VIC) at any time. You also have the right to correct the information held on you if it is inaccurate. This is undertaken by advising office staff or forwarding updated documentation for inclusion on your file.

### **What to do if you think your privacy has been breached?**

If you feel your privacy has been breached you can contact one of the following for more advice;

Victorian Privacy Commissioner  
Level 11  
10-16 Queen St  
Melbourne VIC 3000  
Telephone 03 9816 8719 or 1300 666 444

Health Service Commissioner  
30<sup>th</sup> floor  
570 Bourke St  
Melbourne VIC 3000  
Telephone 03 9860 5200 or 1800 136 066

Both commissioners have investigatory powers in relation to privacy practice and are able to serve compliance notices inclusive of penalty units if a privacy breach has occurred.