

Privacy Statement

Legal Support
Services

HIV Services Consultation

Questions

If you have any queries or concerns regarding our handling of information or require further information relating to privacy, please contact the Chief Privacy Officer at:

privacy.officer@alfred.org.au

Alfred Health

55 Commercial Road,
Melbourne, VIC 3004

General

This Privacy Statement applies to the information that you are providing to the HIV Consultation Project website which Alfred Health owns and manages.

Alfred Health protects the privacy of personal and health information it holds and uses it only for intended purposes.

This Privacy Statement outlines how we collect, use, store and access Project information and maintain the security of that information.

For information regarding the privacy and security of patient information collected by Alfred Health, please read [Alfred Health's Guide to Patient Information Privacy](#).

What information is collected and how is it used?

Personal information is any information that can be used to identify or contact a person. In the case of the Project, the personal information collected and/or stored on the Website is **only** the information that you provide when you interact with the Project.

As part of the Project, you are asked to provide personal information as part of completing the Project survey. The personal information will include (without limitation) your post-code, gender, age and ethnicity. We do **not** seek your name or more detailed information about your address. We also ask for some general health information, including your general medical history and health concerns, as well as your interaction with Alfred Health HIV services. You will then be required to comment on various aspects of Alfred Health's HIV services.

Any information you provide will only be used to help Alfred Health to assess and analyse its HIV service and how the service can be improved. We will not match the information that you provide to the Website with any other information. We will not disclose to any other party without your knowledge or consent, unless required by law.

This Website uses visitor logs to automatically record non-personal data, which does not identify specific users. To the extent that any data could identify you, we will not attempt to do so unless required by law. De-identified data from the visitor logs may be used to update and improve this Website and for statistical purposes only.

Data collected for the project will be collated and may be shared with the community following analysis of the results and findings. Following this, new initiatives for Alfred Health's HIV service will be shared for ongoing discussion.

Security of information

Alfred Health has technology and security measures aimed to protect personal and health information and will take reasonable steps to securely store your personal information to ensure that it is protected from loss, misuse or unauthorised access, disclosure or modification. While these technology and security measures seek to ensure the privacy of information during transmission across the internet, there are associated risks in doing so and we cannot guarantee the privacy of the information during transmission.

When we no longer need any personal information for the Project, we will take reasonable steps to destroy the information or ensure that the information is de-identified. This will apply except where we are required by law, a court or tribunal order to retain the information. Information is also stored and disposed of in accordance with our obligations under the Public Records Act 1973 (Vic).

Access to information

In accordance with the *Freedom of Information Act 1982* (Vic), you have the right to request access to any of your personal information that Alfred Health holds. If there is information in your medical record which is incorrect, you have the right to request that it be corrected.

Requests for access to medical records can be made in writing.

Cookies

We use web analytic services that include cookies and JavaScript code to collect non-personal information about usage of the Website. We use this information to help administer and improve the Website. We do not use this information to personally identify you.

Your choices

You may access or ask us to correct or update any personal information collected and held by us by sending a written request to foi@alfred.org.au. Our obligation to correct or update information is subject to any applicable limitation in law.

If you believe that your personal information is being used for a purpose other than what was intended, you may contact us. We will take reasonable steps to verify your identity prior to granting access to your personal information or making corrections to the information collected.

Questions

If you have any queries or concerns regarding our handling of information or require further information relating to privacy, please contact the Chief Privacy Officer at: privacy.officer@alfred.org.au or write to Alfred Health at: 55 Commercial Road, Melbourne, VIC Australia 3004.