

A formal Freedom of Information request can be made to:

Freedom of Information Unit

Department of Justice and Regulation
GPO Box 4356
MELBOURNE VIC 3001

Applications may be made via the FOI online website at: www.foi.vic.gov.au

Offenders may request health records from their treating clinician.

Prisoners may request health records from the health service provider at their prison.



Where can I find more information or make a privacy complaint?

You should firstly speak with the Privacy Contact Officer at your prison or community correctional services office. You can also contact the department's Information Privacy Unit:

Information Privacy Unit

Telephone 61 3 8684 0178
Email privacy@justice.vic.gov.au

Some prison locations operate within contractual arrangements under correctional services agreements and may have their own complaint procedures.

If you are dissatisfied with the way the department has handled your personal or health information, you may lodge a complaint with either of the following:

Office of the Victorian Information Commissioner

PO Box 24274
MELBOURNE VIC 3001
Telephone 1300 006 842
Email enquiries@ovic.gov.au

Health Complaints Commissioner

Level 26, 570 Bourke Street
MELBOURNE VIC 3000
Telephone 1300 582 113
Email hcc@hcc.vic.gov.au

Respecting your privacy

Privacy information for remandees, prisoners and offenders

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For further information or additional copies, please contact:
Department of Justice and Regulation
GPO BOX 123
Melbourne VIC 3001

Also published on www.corrections.vic.gov.au



Justice and Regulation

Respecting your privacy

Privacy information for remandees, prisoners and offenders

This brochure explains your rights to information and health privacy as a remandee, prisoner or offender.



What is my personal information?

Personal information is information that identifies you. For example, your name, your photograph, your criminal history or reports about you.



What is my health information?

Health information includes information about your physical or mental health. For example your medication, test results or urinalysis records.



Why does Corrections Victoria have information about me?

Corrections Victoria gathers information to successfully manage you as a remandee, as a prisoner while in prison or as an offender in the community.

For example, to:

- enable your attendance at a program
- administer a Court order
- address offending behaviour
- ensure prison security or
- assist you in rejoining the community.



How is information about me collected?

Corrections Victoria collects information about you from a number of different sources.

These include the Courts, the Adult Parole Board, Police (State, Territory and Federal), case workers and health professionals managing programs for prisoners and offenders.

If family members, friends or service providers contact Corrections Victoria on your behalf, for example, calling or writing a letter, then information may also be collected about you from these people. It is important your personal identification number (CRN) is included on any letters exchanged between you and these groups.



What happens if I am involved in an emergency?

At reception or induction, we ask you for details about your emergency contact. This is done should an urgent situation arise.

Personal or health information about you may be given to your emergency contact in an urgent situation.

It is important that your emergency contact details are current, and you should advise a prison officer or your case manager if there are any changes.



Will Corrections Victoria share my information with other people?

Corrections Victoria may ask you to agree to sharing your personal and health information with someone else.

There will also be times when information about you may be shared with others, in line with the requirements of the *Corrections Act 1986* and privacy laws.



Can I amend or access my information?

Corrections Victoria is a business area operating under the Victorian Department of Justice and Regulation.

With your help, we try to make sure that information about you is accurate, complete, and secure.

If you want to access or correct your personal or health information, held by Corrections Victoria, you may wish to consult your case worker to see whether you can access the information without making a formal Freedom of Information request. In some cases, you may be able to view parts of your file held by Corrections Victoria.

For example, with:

- your visitors or emergency contacts
- community, charity or support organisations, for example Anglicare, Victorian Association for the Care and Resettlement of Offenders (VACRO)
- Education and rehabilitation services
- Victorian Electoral Commission (VEC) – to update whether you can vote
- Centrelink – to determine whether you should receive a benefit
- a State or Federal police force – to investigate a crime
- Adult Parole Board – to determine parole
- Australian Taxation Office
- Department of Health and Human Services (DHHS) – to assist with child protection and mental health matters
- persons registered as victims on the Victims Register, and
- agencies responsible for responding to a risk of harm to another person, such as family violence risk