



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

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

If you have a privacy complaint, you can contact the department's Information Privacy Unit:

Information Privacy Unit

Telephone 61 3 8684 0178

Email privacy@justice.vic.gov.au

Note that 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 information, you may lodge a complaint with:

Office of the Victorian Information Commissioner

PO Box 24274

MELBOURNE VIC 3001

Telephone 1300 006 842

Email enquiries@ovic.gov.au

Respecting your privacy

Privacy information for visitors to prison facilities in Victoria

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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 visitors to prison facilities in Victorian Department of Justice and Regulation

This brochure explains your rights to privacy as a prison visitor.



Family and Friends

If you are a visitor to a prison, some personal information about you will be collected from the prisoner you are visiting. This is so that your details can be recorded as a potential visitor, and if approved, so that you may be informed of visiting arrangements.

All visitors must report to the prison gate house/reception where you will be asked for personal information, including proof of identity, before each visit. A Visitor Reference Number (VRN) will be assigned to you to assist in this process. You are required to sign a visitors' register.

In relation to a child visitor under the age of 16 years, the accompanying adult will be asked for details which can identify them.

Biometric technology, which involves hand, iris or fingerprint scanning is used at some prisons. This technology is used to identify people.

Personal information about you may also be collected if the prisoner wishes to telephone you.



Professional Visitors

If you are a professional visitor or non-Corrections Victoria employee you will be required to provide personal information to enable Corrections Victoria to ascertain your identity and suitability as an approved visitor. You will be asked to provide personal information, including proof of identity, before each visit.

Secure lockers are available for all visitors to use.



All Visitors

When you visit a prisoner and your personal details are collected, they may be retained for the purposes of further visits to that prisoner at another location or visits to other prisons and prisoners.



Will I be monitored or searched during my visit?

Prisons are secure facilities. From time to time you, or your vehicle, may need to be searched during a visit. If you or your vehicle are searched, details of the search, including your vehicle's registration number, may be collected and recorded by prison authorities.

A prison is a place where all persons are under frequent observation. You should be aware that your image may be monitored and/or recorded within the prison grounds, including car parks on prison property. Visitors should also expect that cameras may monitor public areas of prison facilities and that images may be recorded.



Can I be refused entry or banned from visiting a prison?

Any person caught trying to bring a banned substance or item into a prison may be charged and may be refused entry on future visits to the prison.