



Rural Ambulance Victoria Privacy Statement

Please note: This document contains a consent to collect, hold and use your information. It is important you read this document carefully and if you do not give your consent to inform us.

Rural Ambulance Victoria (RAV) was established by the Ambulance Services Act 1986 to:

- >> Respond rapidly to requests to help in a medical emergency;
- >> Provide specialised medical skills to maintain life and to reduce injuries in emergency situations and while moving people requiring those skills;
- >> Provide specialised transport facilities to move people requiring emergency medical treatment;
- >> Provide services for which specialised medical or transport skills are necessary;
- >> Foster public education in first aid.

It is RAV's policy to respect and protect the privacy of our customers. In compliance with Victorian privacy legislation (Information Privacy Act 2000 and Health Records Act 2001) ('The Acts'), we are providing you with the following information.

In this document we refer to Health Information under the *Health Records Act 2001* as 'personal information.'

How we collect your personal information

In contacting RAV, requesting an ambulance, in ambulance subscription processes or in employment by RAV, you may have provided your name, address, telephone numbers, email address, financial information and health information. This was to enable us to provide a service to you.

RAV only collects the information necessary to provide you with its service and collects non-identified information wherever possible.

All calls to 000 are voice recorded. All calls to Ambulance Operations Centres are also voice recorded. We also use call line identification technology that provides the name and address of the caller. This is critical where a caller is unable to provide location details.

In some cases, we collect this information from others on your behalf e.g. where you are incapable of providing the information due to age, injury, disease, illness, disability, physical impairment or mental disorder; or where you have consented to other health service organisations releasing this information.

You may also have provided us with your personal information if you have applied for an employment position at RAV.

RAV's services are available to subscription members, that is you, and where you have a family membership, you and your dependants. Where applicable 'dependants' includes your spouse or life partner. RAV may collect, hold and use personal information relating to you and where applicable, all dependants. You represent to us that you are an authorised representative of any dependant incapable of giving consent to collection, holding and use of personal information and you give that consent.

How we use your personal information

RAV is committed to the principle that all personal information that enters our organisation is dealt with in a uniform manner and the highest regard is taken in maintaining its security at all times.

The personal information that you have given us may be used for the following purposes:

- To despatch an ambulance to you, to assist in your care, to assist in research purposes and for the further training of paramedics and/or other ambulance staff.
- To educate staff, plan for the future of ambulance service provision and check that we are running an efficient service. Whenever possible information that identifies you is removed before it is used for teaching (clinical) purposes or for evaluating our services.
- For accounting purposes, to enable an account to be sent to you or the relevant authority responsible for your account following ambulance attendance and / or transport.
- To process an application for an employment position at RAV, including referee and police checks.
- For research projects with external organisations only, after they have been through a hospital, university or government based ethics and research approval process. Our Medical Standards Committee approves research projects conducted internally by RAV. Organisations using RAV data are required to de-identify any material derived from the research before it is released.
- For ambulance membership, the personal information you provide will enable a renewal notice to be mailed to you each year. It will also be used to reconcile an account for ambulance services if you or a family member have used the Ambulance Service.

We may also enclose or send to you material to promote and market other services which we consider may be of interest or value to you. This may include information about our own products and services, or the products or services of others.

You may notify us if you do not want to receive this promotional information at any time by contacting www.ambulance.vic.gov.au and asking to be removed from the list. Please allow 28 days for this request to be processed. Alternatively, you may request to be removed from the list by phoning 1300 366 141.

- If you have participated in a first aid course with us, the personal information you provide will be used to notify you when your certificate is due to expire to maintain your first aid qualifications. It will also be used for accounting purposes.

We may also enclose or send to you material to promote and market other services which we consider may be of interest or value to you. This may include information about our own products and services, or the products or services of others.

You may notify us if you do not want to receive this information at any time by contacting firstaid@rav.vic.gov.au and asking to be removed from the list. Please allow 28 days for this request to be processed. Alternatively, you may request to be removed from the list by phoning 1800 248 859.

When we disclose your personal information

We will usually provide your personal information to organisations that assist us in providing a service to you. Where RAV has a contract with a provider, we include in that contract that the company will respect your privacy according to RAV's Privacy Policy.

Your information is provided to the following organisations to ensure you receive the best possible service from us.

To another health care organisation eg. hospital to ensure you receive the appropriate health care.

To other organisations where that organisation is responsible for the payment of the account e.g. Transport Accident Commission, Victorian WorkCover Authority, Health Funds.

In a situation where you are incapable of giving consent due to age, injury, disease, illness, disability, physical impairment or mental disorder, we may release personal information about you to another health professional, or organisation.

To other organisations as required or authorised by law. For example, we have an obligation to report notifiable diseases to the Department of Human Services (Victoria).

By taking out Ambulance Services membership or participating in a first aid course with us, the personal information provided by you will be given to the organisation contracted by Ambulance Service Victoria and other relevant third parties to provide the services necessary for the operation of the membership scheme or first aid education services.

Storage and Security

Your information is stored securely by RAV in accordance with relevant Public Record Office Victoria (PROV) Standards to protect your personal information from loss, misuse, unauthorised access, modification or disclosure. All RAV staff are required to maintain the confidentiality of your personal information. Where your personal information is no longer required, we destroy or permanently de-identify that information in accordance with PROV Standards.

Access and Accuracy

RAV takes reasonable steps to ensure personal information is accurate, complete, up-to-date and relevant to the functions performed.

You can apply in writing to RAV to access your personal information and/or to make a correction. RAV is a Victorian Government agency and the *Freedom of Information Act 1982* applies when seeking access or requesting an amendment to personal information.

Please contact our Freedom of Information Officer on 03 5337 9200 who will advise you of the process involved. You may be required to give identifying information to ensure that we are providing the information to the appropriate person. Please note that charges may apply.

RAV will provide access to personal information of a dependant to that dependant to the exclusion of the dependant's parents or other relevant adults. RAV will also provide a dependant's personal information to a lawful representative in accordance with the Acts.

Anonymity

Where it is lawful and practical, you have the option of not identifying yourself when entering into transactions with RAV. For example, in buying a first aid kit.

Consent

When you seek services from Rural Ambulance Victoria and by your membership of the ASV Subscription Service, it is RAV's understanding that you consent to your personal and health information being collected, used and disclosed for the purpose of providing that service.

What happens if we don't know your personal information?

If you do not provide us with the information that is necessary to provide our services to you, it may affect the quality and outcome of the service you receive.

We rely on information you give to paramedics to help provide the right care and service to you. If you do not share some of your health information, this may compromise your care and treatment.

How to contact us

Privacy Officer
Rural Ambulance Victoria
Locked Bag 9000
Ballarat Mail Centre VIC 3354
Phone: (03) 5338 5000
Fax: (03) 5338 5232
Email: privacy@rav.vic.gov.au

If you have a complaint that concerns privacy or confidentiality please let us know by writing to: Chief Executive Officer, Rural Ambulance Victoria, Locked Bag 9000, Ballarat Mail Centre VIC 3354.

You may also contact the Office of the Health Services Commissioner, an independent government-funded authority. It has the power to investigate complaints and assist in resolving disputes. The Office of the Health Services Commissioner can be contacted on free call 1800 136 066.