

Causicare Mental health Recovery Residential Centre’s paper records

and computer records are securely stored and can be accessed only

by authorised personnel.

Any suspected infringements of privacy are thoroughly investigated. We have prevention strategies to identify any weaknesses in our procedures and systems. We continually review these strategies. If any infringements of privacy are confirmed, we will take disciplinary action.

**Making your personal information available to other people**

We do not make your personal information available to other people unless they need it to provide you with care and treatment, and we do this only if the law allows. For example: we may share information about your care with your local doctor or another hospital if they need it to provide you with care or treatment.

We cannot transfer your health information outside Victoria unless the organisation receiving it is subject to laws that are very similar to those that apply to Causicare Mental Health Recovery Residential Centre or it is in your interests for us to transfer your health information but it is impractical to obtain your consent.

There may be other times when the law says that we have to disclose your personal information. For example: we may have to disclose your medical record in court; or we may have to provide personal information about you if there is a serious and imminent threat to someone’s life, health, safety or welfare or if there is a serious threat to public health, safety or welfare.

**Accessing your information**

If you ask us, we will give you access to information we hold about you. However, we do not have to give you access if the law says we do not have to disclose your information or if it means we would unreasonably disclose information about other people.

When you request access to your health information we ask you to contact us via email and the manager will contact you back.

You can contact us if you:

* Want to have access to health information we hold about you
* Believe information we hold about you is inaccurate and want to ask us to amend it
* Want to know more about the type of information we hold, why we hold it, and how we deal with it; or
* Have concerns that we may have infringed your rights to privacy.

Contact

Via [info@causicare.org](mailto:info@causicare.org)