



<b>Section</b>	<b>Client</b>
<b>Procedure Title</b>	<b>Access to Personal Information</b>

## **RELATED POLICIES/DOCUMENTS**

Privacy Policy

## **PURPOSE**

Under the Commonwealth and State Privacy legislation people have the right to have access to their personal information unless the information is exempt from release. People are able to request information be changed or annotated if it is incomplete, out of date, incorrect or misleading.

## **RESPONSIBILITIES**

All Connect GV staff, volunteers and student placements are required to implement this procedure.

## **PROCEDURE**

### **How to request Information**

The request must be in writing and contain sufficient details to enable Connect GV to identify the information required. Your request should also be signed, dated, give a postal address and a contact number if possible. It should state whether the person wishes to inspect the information or have a copy supplied to them.

Send your request to

ConnectGV  
PO Box 1666  
SHEPPARTON VIC 3632

### **Information Provided**

If a person is granted access to the requested information they may:

- Inspect the records;
- Receive a photocopy or transcript;
- View or hear the information.

### **Decisions**

The person requesting the information shall be notified of the decision about their request within seven (7) business days of Connect GV receiving the request. If the person's request is partially or fully denied, they will be sent a notice giving reasons for the decision and advising them of their right to have the decision reviewed.

Where appropriate, you should be able to request access to your personal information directly, without the need to make a formal application under the Freedom of Information Act 1982 (Vic). However, there are situations where it will not be appropriate to provide direct access to

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information, and you will be required to make an FOI application. (For example, where providing direct access would compromise the privacy of another person).

### **Amending Personal Information**

If the person believes that the personal information held by ConnectGV is not accurate, incomplete they may request amendment of the information held.

A request to amend information must:

- Be in writing;
- Give an address for notice;
- Give details of the information which they believe is not accurate, complete and up-to-date;
- Specify the amendment/s they want made.

The person requesting the information should also supply evidence to verify their identity and their right to access the requested information. ConnectGV can amend their information by altering the information or by adding a notation.

### **Notations**

Even if the amendment is refused, a person can require Connect GV to add a notation to the information setting out their claims as to why they believe the information is incorrect, incomplete, out-of-date or misleading.

### **Fees and charges**

The legislation and regulations provide for fees to be charged for providing access to personal information to be paid by the applicant. In summary these charges are:

- \$25.00 plus;
- 20 cents each for each page for non-coloured A4 pages of photocopy;
- Other reasonable costs, for example reimbursement of travel costs at current Victorian Public Service Rates as gazetted.

The maximum charged for personal information is \$100.00.

Fees and charges may be reduced or waived altogether at the discretion of Connect GV. For example:

- If the applicant can show that they have very limited financial means, there will be no charge;
- If ConnectGV considers the request is routine, there may be no charge;
- There will be no charge for amending personal information.

### **Complaints**

A person may complain if they feel they have not been given a fair go. Complaints can be made to the following people:

Office of the Australian Information Commissioner

Telephone 1300 363 992



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Office of the Victorian Information Commissioner

Telephone 1300 006 842

## 1 DEFINITIONS

Nil

## 2 RELATED FORMS

Nil

<b>Accountable</b>	Chief Executive Officer
<b>Responsible</b>	Manager Future Directions
<b>Review Date</b>	4 Feb 2023

### Revision History

<b>Version</b>	<b>Approved/ Amended/ Rescinded</b>	<b>Approval Date</b>	<b>Management</b>	<b>Committee/ Board</b>	<b>Document Reference</b>
V1	Approved	5/01/2017	Management		Client
V2	Amended	09/03/2017	Minor Formatting	Senior Staff	Client
V3	Amended	4 Feb 2020	Management	Operations	Client