



Peninsula Community
Legal Centre Inc

Reg. No. A8T
ABN: 23591244622

Peninsula Community Legal Centre recognises the importance of treating personal information confidentially. Protecting our clients' privacy and personal information is an important aspect of the way we manage our services.

Peninsula Community Legal Centre is committed to satisfying all legal and ethical obligations regarding the protection of privacy and confidential information.

HEAD OFFICE

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BENTLEIGH BRANCH

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CRANBOURNE BRANCH

Bella Centre,
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Vic 3977
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PINES BRANCH

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Frankston North Vic 3200
Phone: (03) 9786-6980
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ROSEBUD BRANCH

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Rosebud Vic 3940
Phone: (03) 5981-2422
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Client Confidentiality & Privacy Policy

Our Commitment to Confidentiality

All information received from clients remains confidential and will not be disclosed to third parties without consent.

We will not disclose to others the identity of a client of the legal centre, or details regarding their legal problem, unless consent has been given to do so.

We will not release information regarding a deceased client's will, except to the deceased's Executor or Administrator or their legal representative, and only after we have received proof of their identification.

Our Commitment to Privacy

We will give clients the option of interacting anonymously with the legal centre, where general information only is sought. For specific advice however, this will not be possible

Where practicable and reasonable, all personal information will be collected directly from an individual.

Personal information will be collected in private.

Personal information collected from clients will be used to assist with the provision of legal services, and for the purpose of gathering statistical information for use in monitoring and assessing the services the centre provides.

For the purpose of monitoring and assessing our services, or for funding purposes, we may collect sensitive information from clients such as ethnic or racial origin. This sensitive information will only be collected with consent, unless special exemptions apply. Sensitive information will only be disclosed to third parties once it has been de-identified and for the purpose outlined above.

We will take reasonable steps to ensure that the personal information we collect, use and/or disclose is accurate, complete and up to date.

We will correct personal information upon request and whenever we are notified by a client that personal information held about them is incorrect or incomplete.

We will take reasonable steps to ensure that the personal information held by the legal centre is protected from misuse, loss and from unauthorised access, modification and disclosure.

A client may request access to view personal information held by us about them at no cost. We will allow clients access to their files upon request and within a reasonable timeframe except in certain exceptional circumstances. We will take reasonable steps to destroy or de-identify personal information once it is no longer needed.

We will close your file once your matter is completed and we will archive all closed files for specific periods of time as required by law.

We will not assign or adopt from another organisation unique identifiers (ie social security numbers or drivers licence numbers). We will not use or disclose a unique identifier without consent except as required by law or

Our Commitment to Medical Information

Peninsula Community Legal Centre is committed to ensuring the privacy and confidentiality of our clients' medical information.

Information regarding clients' health and medical treatment, including HIV status, will only be collected for the purpose of assisting in the provision of legal services.