

Head Office

441 Nepean Highway t (03) 9783 3600
Frankston Vic 3199 1800 064 784 (0359 std only)
dx 19953 Frankston f (03) 9770 5200
Melway Ref: 100A C6 e pclc@pclc.org.au

Monday to Friday 9am - 5pm

www.pclc.org.au

Reg A8T
ABN 23591244622

Client Confidentiality & Privacy Policy

Free Legal Services

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.

Bentleigh East

82 Brady Road t (03) 9570 8455
Bentleigh East Vic 3165
Melway Ref: 78 A4
Monday & Thursday evening
By appointment only

Cranbourne

Suite 12, 33-39 High Street t (03) 5995 3722
Cranbourne Vic 3977
Melway Ref: 133 J5
Monday to Friday
9am—5pm

Pines

28 Mahogany Avenue t (03) 9786 6980
Frankston North Vic 3200
Melway Ref: 99 J8
By appointment only

Rosebud

1375 Point Nepean Road t (03) 5981 2422
Rosebud Vic 3939
Melway Ref: 170 B1
Monday, Wednesday & Thursday
9am - 5pm

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, other than to their Executor, Administrator or their lawyer upon proof of death and identity.

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 as necessary for the provision of legal services.

We will not transfer personal information overseas unless the requirements of the *Privacy laws* have been met.

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.

