

*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.*

## CONTACT US

**9783 3600**

**1800 064 784**

### Head Office

441 Nepean Highway, Frankston Vic 3199  
(Mon to Fri 9am - 5pm)

### BRANCHES

#### Bentleigh East

82 Brady Rd, Bentleigh East Vic 3165  
(Mon & Thurs evenings - by appointment)

#### Cranbourne

Suite 12, 33-39 High St, Cranbourne Vic 3977  
(Mon to Fri 9am - 5pm)

#### Frankston North

28 Mahogany Ave, Frankston North Vic 3200  
(by appointment)

#### Rosebud

1375 Point Nepean Rd, Rosebud Vic 3939  
(Mon, Wed & Thurs 9am - 5pm)

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connect with us



Donations over \$2.00 are tax deductible.

Reg A8T ABN 23591244622

# CLIENT CONFIDENTIALITY & PRIVACY POLICY

free legal services



Peninsula  
Community  
Legal Centre

## 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 client 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 purposes of monitoring and assessing our services, or for funding purposes, we may collect 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 time frame 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 will archive all closed files for specific periods of time as required by law.

We will not assign or adopt another organisation unique identifiers (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 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 MEDICAL INFORMATION

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

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