



United Care Victoria Privacy Statement

United Care Victoria respect the rights of individuals to privacy and confidentiality in their interactions with the organisation. Individuals and their support network have a right to understand how United Care Victoria collects, uses, and stores their information.

United Care Victoria is bound by the Australian Privacy Principles and Australian laws, including the Privacy Act 1998. The principles are designed to protect the confidentiality of personal information and the privacy of individuals by regulating the way personal information is managed by United Care Victoria.

Collecting your personal information

In conducting business activities, your personal information may be collected and held by United Care Victoria. The types of personal information we collect generally includes:

- your name, date of birth and gender;
- contact details, such as your address, telephone number and email;
- sensitive health information;
- government identifiers, such as your participant number under the National Disability Insurance Scheme; and
- other information that may be required in order for us to facilitate our delivery of services to you.

The main purposes that we collect your personal information for are to:

- provide plan management and associated services;
- respond to our clients' requests and questions; and
- facilitate processing of invoices and payments to your service providers.

Personal information collected and held by United Care Victoria will generally only be accessed and handled by personnel authorised to do so, for the purpose of carrying out their duties and the purposes for which the information was collected, or a related purpose.

Sharing your personal information

We may share your personal information with other members of United Care Victoria and organisations that assist us with providing our services to you.

United Care Victoria will work closely with other agencies you have nominated to facilitate your services. Your informed consent for the sharing of information beyond United Care

Victoria, and other organisations that assist us with providing our services to you will be sought and respected in all situations unless:

- we are obliged or required by law to disclose your information regardless of consent or otherwise;
- it is unsafe or impossible to gain consent or consent has been refused; or,
- without information being shared, it is anticipated a child, young person or adult will be at risk of serious harm, abuse or neglect, or pose a risk to their own or public health or safety.

United Care Victoria is committed to holding personal information securely and as such, will take reasonable steps to protect this information from misuse, loss, unauthorised access, modification, and disclosure.

Access to and correction of your personal information

Personal information held by United Care Victoria may be accessed or corrected by the individual to whom the information belongs. You can access the personal information United Care Victoria holds about you or seek correction of that information, by contacting us.

When an individual makes a request to access or correct personal information, United Care Victoria will require them to provide identification so that United Care Victoria can verify that they are the person to whom the information relates.

Making a complaint

If you have a complaint regarding the way in which your personal information is being handled, any questions in regard to United Care Victoria's privacy activities, or you have feedback in regard to our privacy information please contact us. We will use our best endeavours to resolve any complaint to your satisfaction in a reasonable timeframe.

If you are unsatisfied with our response, you may also contact:

- the [Office of the Australian Privacy Commissioner](#); or
- [NDIS Quality and Safeguards Commission](#).

Contact us

United Care Victoria Contact Officer:
support@unitedcarevictoria.com