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# VICTORIAN ASSESSMENT SERVICES PTY LTD

## PRIVACY POLICY

REVIEWED 2<sup>ND</sup> FEBRUARY 2018

**Victorian Assessment Services Pty Ltd**

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# PRIVACY POLICY

*(Reviewed 2/2/2018)*

## 1. PART 1 – ABOUT THIS POLICY

### 1.1 Purpose

V.A.S. is committed to protecting the privacy of personal information we collect and hold about individuals.

V.A.S. complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), other privacy laws that govern how private sector health service providers like V.A.S. handle your personal information (including your health information), and the Australian Psychological Society and Speech Pathology Australia's Code of Ethics (2010).

This Privacy Policy explains how V.A.S. manages the personal information we collect, use and disclose.

V.A.S. is a consortium of a private psychologist and private speech pathology practices under the ownership of Victorian Assessment Services.

## 2. PART 2 – HOW V.A.S. HANDLES PERSONAL INFORMATION

### 2.1 Legal Obligations

In order to provide the assessment services requested, V.A.S. will need to collect and use personal information. If we are provided with incomplete or inaccurate information to us, we may not be able to provide the optimal service.

### 2.2 What information does V.A.S. collect?

We will only collect the information we need for the particular function or activity we are carrying out.

We collect information that is necessary to provide the assessment services and to manage our relationship with the referring school sector community. The information we collect includes: client's name, date of birth, school details, address and information about health history and family history. We require this information to assist the speech pathologist /psychologist to diagnose and assess children.



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### 2.3 How does V.A.S. collect health information?

We will usually collect information directly from the school and parents. Sometimes, we may need to collect information from a third party (such as a relative or another health service provider).

### 2.4 How does V.A.S. use the information?

V.A.S. uses personal information for the purpose for which the information was given to us. We will use your information to provide information to speech pathology/psychology services within the referring school sector community, to manage our relationship with parents and schools and to contact the Program Support Group in relation to matters concerning the child's care. We may also use information for other purposes permitted under the Privacy Act 1988.

We may disclose your information to the following people:

***(a) disclosure to other professionals involved in the student's support.***

Personal information will generally only be used by the speech pathologist/psychologist involved in the child's assessment, however on occasion your care may be provided by a number of professionals (for example. The Program Support Group, the school's speech pathologist, occupational therapist and/or psychologist) when working or consulting together. We may disclose your information to these professionals as part of the process of providing recommendations to benefit the child.

***(b) the referrer***

V.A.S. will usually send a summary of results to the referrer (i.e. the Manager of Learning Diversity CEO Melbourne/Student Support Services, DET) following assessment by the V.A.S. practitioner.

Other uses and disclosures:

We may also use or disclose your personal information where necessary for:

- activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;
- invoicing, billing and account management;
- to liaise with the CEO/DET/ISV





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### **3. PART 3 - HOW V.A.S. HANDLES YOUR PERSONAL INFORMATION WHEN A VISIT TO OUR WEBSITE IS MADE**

This section of our Privacy Policy explains how we handle personal information which is collected from our website: vicassessmentservices.com

This Privacy Policy applies to your use of our website and the use of any of the facilities on our website.

#### **3.1 Collection**

When you use our website, we do not attempt to identify you as an individual user and we will not collect personal information about you unless you specifically provide this to us.

Sometimes, we may collect your personal information if you choose to provide this to us via an online form or by email, for example, if you:

- submit a general enquiry via our contacts page;
- register to receive eNewsletters; or
- send a written complaint or enquiry to our Privacy Officer.

When you use our website, our Internet Service Provider (ISP) may record and log for statistical purposes the following information about your visit:

- your computer address;
- your top level name (for example, .com., gov., .org, .au etc.);
- the date and time of your visit;
- the pages and documents you access during your visit; and
- the browser you are using.

Our web-site management agent may use statistical data collected by our ISP to evaluate the effectiveness of our web-site.

#### **3.2 Cookies**

A "cookie" is a device that allows our server to identify and interact more effectively with your computer. Cookies do not identify individual users, but they do identify your ISP and your browser type.



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This website uses temporary cookies. This means that upon closing your browser, the temporary cookie assigned to you will be destroyed and no personal information is maintained which will identify you at a later date.

Personal information such as your email address is not collected unless you provide it to us. We do not disclose domain names or aggregate information to third parties other than agents who assist us with this website and who are under obligations of confidentiality. You may be able to configure your browser to accept or reject all cookies and to notify you when a cookie is used. We suggest that you refer to your browser instructions or help screens to learn more about these functions. However, please note that if you configure your browser so as not to receive any cookies, a certain level of functionality of the V.A.S. website and other websites may be lost.

### **3.3 Links to third party websites**

We may create links to third party websites. We are not responsible for the content or privacy practices employed by websites that are linked from our website.

### **3.4 Use and disclosure**

We will use any personal information collected via our website in accordance with our privacy policy.

### **3.5 Data Quality**

V.A.S. will take reasonable steps to ensure that personal information which we may collect, use or disclose is accurate, complete and up-to-date.

### **3.6 Data Security**

V.A.S. will take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. We use technologies and processes such as access control procedures, network firewalls, encryption and physical security to protect your privacy.

V.A.S. will destroy or permanently de-identify any information which is in its possession or control and which is no longer needed for the purpose for which it was collected provided V.A.S. is not required under an Australian law or court/tribunal or otherwise to retain the information.



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What to do if you have a complaint about privacy issues

If:

- (a) you have questions or comments about this Privacy Policy;
- (b) V.A.S. does not agree to provide you with access to your personal information; or
- (c) you have or a complaint about our information handling practices.

You can lodge a complaint with or contact our Privacy Officer on the details below. We will promptly review your complaint and provide a response to you.

#### **4. PART 4 - HOW TO CONTACT US IF YOU HAVE A COMPLAINT ABOUT PRIVACY ISSUES**

***By letter:***

Privacy Officer, V.A.S.  
PO Box 1170C, Bundoora 3083 VIC

***By email:***

info@vicassessment.com

***By telephone:*** 1800 920 041

