

Privacy

1. Introduction

Ambulance Victoria (**AV**) is a statutory authority established by the *Ambulance Services Act 1986* (Vic) (**Act**). AV provides emergency and non-emergency medical transport services to the Victorian community. AV is overseen by a board which is responsible for ensuring that the objectives of AV are met to the maximum extent possible.

AV is committed to protecting the privacy of personal and health information that we handle in the course of performing our functions. We recognise that the nature of our functions means that much of the information we collect and handle is particularly sensitive.

This policy sets out the way in which AV handles personal and health information in the course of performing its functions in accordance with its obligations under the Information Privacy Principles (**IPPs**) in the *Privacy Data and Protot*

Act) and other applicable laws and contractual obligations. This policy also tells you how you can access and correct the personal and health information that AV holds about you and how to make a complaint about a privacy matter.

2. Definitions

This policy applies to personal information (including sensitive information) and health information handled by AV.

Personal information is recorded information (or an opinion) about an TJETBT1 0 0 1 311.93 344.57 Tm[

used only for the primary purpose for which it was collected or as otherwise permitted by law

AV staff will handle personal information on a confidential basis and not **disclose** personal information to any third party, including colleagues, unless authorised to do so.

4. Collection of personal information

AV collects personal information that it needs to provide patients and members with its services and

AV collates statistical data from information we have collected and from time to time may provide this to other government departments, agencies or statutory authorities in order to further collaborative arrangements or the efficient and effective provision of services to the community at large. In most cases, data will be de-identified and aggregated before it is disclosed to third parties. Information will always be de-identified wherever possible and will be subject to contractual arrangements if deemed necessary in order to protect the information provided.

AV may share your health and personal information (as authorised by the *Health Services Act 1988*) for quality and safety purposes. This would be limited to disclosing your information to entities responsible for investigating failures in quality and safety and for health system quality and safety oversight, such as the Victorian Department of Health and Human Services, Safer Care Victoria, the Victorian Agency for Health Information, and/or another health service entity. Any such sharing would be subject to and comply with existing data security and storage requirements set out in the Health Privacy Principles and Information Privacy Principles. The sharing and using of information is designed to address any quality and safety issues that may have affected you to ensure they inform continuous service improvement.

AV members should please note that in circumstances where a third party, such as an immediate family member, has consent to sign you up for ambulance membership, once the policy is set up, that third party no longer has the authority to access information about you unless consent is specifically given.

7. Data security and retention

All personal information held by AV will be protected from unauthorised access, misuse, modification, loss or disclosure through the use of appropriate security arrangements and by storing AV retains information in accordance with the Public Records Office of Victoria records retention and disposal authority for the Emergency Services function. (See <https://prov.vic.gov.au/recordkeeping-government/document-library/pros-1702-emergency-services-function> or actual document can be located by using the following link:

9. Anonymity

13. Changes to this policy

and a copy may be obtained at any time by contacting AV.

14. Further information

[*Privacy and Data Protection Act 2014 \(Vic\)*](#)

[*Health Records Act 2001 \(Vic\)*](#)

[*Victorian Data Sharing Act 2017*](#)

Document name **AV PRIVACY POLICY**

Applies to Operational