

**Department of Infrastructure (DOI)**  
**Collection of Personal, health and sensitive information:**

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The Department of Infrastructure (DOI) is committed to protecting your privacy by fully meeting its responsibilities under the Information Privacy Act (Vic) 2000 and the Health Records Act (Vic) 2001. This document sets out DOI's privacy statement under the requirements of both Acts.

**Personal Information**

Personal information is information about you whether fact or opinion from which your identity could reasonably be ascertained. DOI only collects personal information that is necessary for its functions or services to you: the activities of managing or administering that function or service; or as required by law in regard to its statutory obligations.

**Collection of Personal Information**

Information is collected wherever possible from you, the individual it relates to. It is collected lawfully, fairly and without undue intrusion. At the time the information is collected DOI will advise you in general terms if any other organisations will have access to the information, and whether there are any consequences of not providing the information.

**Use and Disclosure of Personal information including sensitive and health information**

- DOI uses information only for the purpose for which it was collected or a related purpose, unless you have consented to, or would reasonably expect another related use.
- DOI only discloses **sensitive information** or **health information** if the secondary purpose directly relates to the primary purpose for collection. In some circumstances DOI is required by law to release information to other government agencies, law enforcement bodies or to prevent a serious and imminent threat to an individual's life, health, safety or welfare.

**Sensitive Information**

Sensitive information is personal information that includes information or opinion about your:

- race or ethnic origin;
- political opinions;
- membership of a political association;
- religious beliefs or affiliations;
- philosophical beliefs or affiliations;
- membership of a professional or trade association or trade union;
- sexual preferences;
- criminal record.

DOI can only collect **sensitive information** about you with your consent unless specific conditions apply: **Sensitive information** may be collected if it is necessary for:

- research or
- the compilation or analysis of statistics
- the purpose of providing government funded targeted welfare or educational services

**Sensitive information** can only be collected without your consent if:

- there is no practicable alternative to collecting the information **and**
- it is impractical to seek the individual's consent.
- Collection is to prevent or lessen a serious and imminent threat to life or health **and** the individual concerned is physically or legally incapable of giving consent **or** physically cannot communicate.
- **Sensitive information** may also be collected if the collection is necessary for the establishment, exercise or defence of a legal or equitable claim.

**Health Information**

Health information includes information or an opinion about:

- your physical, mental or psychological health,
- any disability you may have
- your expressed wishes about the future provision of health services to you
- the donation of body parts, organs or body substances

- genetic information about you in a form which is or could be predictive of your or any of your descendant's health.

If DOI has collected health information from you, and you wish to access that information, you should apply for that information under Freedom of Information (FOI). Details as to how to make a FOI application are on the DOI website.

#### ***Data Quality***

DOI will seek wherever possible to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date. In many instances DOI relies upon you to provide accurate and complete information and to advise DOI should your circumstances change over time.

#### ***Data Security***

DOI takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure and securely destroys or de-identifies personal information when it is no longer needed.

#### ***Transfer of Information Interstate***

DOI rarely transfers personally identifying information to organisations outside the state of Victoria, however this may occur in some circumstances where required by law. If transferred the information is afforded the same level of privacy protection it would receive in Victoria.

#### ***Access and Correction***

You have a right of access to and correction of information about you. You may gain access to information about you that is held by DOI in three ways. Very simple requests that involve only information relating to you that is easy to retrieve may be dealt with at the point where the information is held. You may also choose to contact the DOI Information Privacy Officer in writing, to request access and correction of information about you, at the following address, The Information Privacy Officer, Executive & Legal Branch, Department of Infrastructure G.P.O Box 2797 Melbourne 3001. More complex requests that involve information about an event, commercial activities or in some way affect the privacy of another individual will be administered through the FOI process.

Personal information may be corrected with authentication and proof (where legislation does not prohibit correction) or a note of dissension from an opinion or view may be attached to a file where this is possible.

#### ***Unique Identifiers***

A unique identifier is a code consisting of alphabet characters and numerals (not the individual's name) that is applied to an individual and distinguishes them from other individuals, for example a drivers licence number. DOI does not assign, use or disclose unique identifiers to individuals unless it is necessary to do so to carry out one of its organisational functions efficiently and does not adopt an identifier assigned by another organisation for another purpose.

#### ***Anonymity***

Wherever it is practicable DOI will allow you to interact anonymously.

#### ***Personal Information Online***

The only personal information collected by DOI via its web site is that which is voluntarily provided by you. Some of the DOI services provided on line require you to provide certain personal information. You may voluntarily provide personal information that is necessary to a particular function or service offered. If you access DOI services online, via the internet or email, the personal information collected about you, is secured against unauthorised access. This information will not be traded, sold, licensed or used for commercial marketing, or any purpose unrelated to the stated purpose, unless such disclosure is required by law.

#### ***Complaints***

If you consider that your privacy has been breached or interfered with way you can make a complaint by contacting the Information Privacy Officer on 9655 8803 or address your concerns in writing to The Information Privacy Officer, Executive & Legal Branch, Department of Infrastructure P.O Box 2797 Melbourne 3001. A privacy complaint form is available at [www.doi.vic.gov.au](http://www.doi.vic.gov.au)