

Client Access to Personal Information Policy



Implemented June 2022 | Version 1

1. Introduction

The purpose of this policy is to guide Employees on client requests for their personal information and the management of such requests. Pathways complies with legislation that govern the collection, use, integrity, access to and correction of personal information including health information. The relevant Act's are the:

- *Privacy Act 1988* (Cth) and the Australia Privacy Principles (APP's) contained in Schedule 1
- *Health Records Act 2001* (Vic), which specifically deals with an individuals health information. The *Health Records Act* has 11 Health Privacy Principles (HPP's) in its schedule 1.

2. Scope

This policy applies to all employees of Pathways.

3. Policy

Pathways clients have the right to access the personal and health information that Pathways holds about them in its records. Clients have the right to know what information Pathways holds about them, the right to access this information, and the right to make corrections if they consider any of this information to be incorrect.

Where Pathways holds reports or other personal or health information from an external health service provider, Pathways will provide access to this information in the same manner as for the records we create. We will also provide access to records that have been transferred to us from another health service provider.

To access personal information held by Pathways, clients must complete the organisation's Personal Information Request Form (available on request or through our website). Pathways will provide access within 30 days of lodging the form.

When your request is granted, you will be given access to your personal records as a hard copy print-out, PDF electronic format or through a discussion with a Pathways staff member or health professional. You will not be

given access to the electronic systems on which the information is held. This is to ensure we preserve the security and integrity of our electronic database and software.

Note the relevant legislation identify several limited circumstances where Pathways can refuse clients access to their personal information. One of these is where providing access would pose a serious threat to the life or health of the client or another person. There are several other reasons why Pathways might refuse access which are detailed in the *Privacy Act 1988* (Cth) and the *Health Records Act 2001* (Vic).

If one of these limited circumstances applies in your case, Pathways will look for a way to provide access that mitigates the risk. If Pathways does finally refuse access, we will provide you with the reasons why in writing within the 30 days.

This policy should be read in conjunction with Pathways' Privacy and Collection Policy.

This policy will be regularly reviewed for its effectiveness and compliance with the law.

4. Related Documents

- Pathways' Privacy and Collection Policy

5. Document History

Version	Altered by	Date	Approved by	Comments
1	S. Thirlwall	29 June 23	S. McShane	Initial release