

# Link-Up Victoria and your personal information

## Information for LUV clients

### What laws protect my personal information?

Link-Up Victoria (LUV) must protect the privacy of your personal information under the following laws:

- Information Privacy Act 2000 (Vic);
- Health Records Act 2001 (Vic);
- Privacy Act 1988 (Cth);
- Charter of Human Rights and Responsibilities Act 2006 (Vic); and the
- Public Records Act 1973 (Vic)

### What personal information does LUV collect and why?

Some of the information you give us is personal and relates to you and your family. For example:

- Names, addresses, dates of births and contact details
- Births, deaths and marriage certificates, adoption records
- Family circumstances
- Health needs
- Conversations you have with Caseworkers and others that support you.

LUV collects personal information about you and your family to better understand and support you. We keep it in a 'client file' and record it electronically as an important record of our work with you

You do not have to share all of your personal information with us, but if you don't, we can't offer you a comprehensive and quality service.

### Who does LUV share our personal information with?

- LUV shares information about you and your family to other professionals involved in your research to finding your family e.g.
  - Public Records of Victoria
  - National Archives of Australia
  - AIATSIS
- LUV will ask for your permission to share you information unless required by the government, ordered by the courts of if we believe someone's safety or wellbeing is at risk
- Your personal information may be used for research or to help improve the quality of our services. (it will be de-identified) If you don't want your information used in this way, please tell us.

### How can I get access to my personal information?

You have the right to ask to see your personal records. There are however some circumstances where access may be limited or not permitted by law. Please speak to your Caseworker or LUV Program Manager.

You can also ask to see your information and have it changed if it is inaccurate, incomplete or says something confusing or untrue – even if you're no longer with LUV.

Find out more from the **Victorian Privacy Commissioner** [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au) – or call 1300 666 444

### How can I get further information or make a complaint about how my information is being handled?

You can ask any LUV staff member for a copy of VACCA's Privacy Policy. If you're unhappy with how your personal information is collected, used or shared, tell your caseworker or their manager. If you would prefer to speak to someone else, email the VACCA Privacy Officer at [privacyofficer@vacca.org](mailto:privacyofficer@vacca.org)

If you still have a complaint, you can contact the Victorian Privacy Commissioner on 1300 644 or visit [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)



**VACCA**  
Connected by culture