

# Consumer Register Privacy Statement

Omeo District Health (ODH) is committed to protecting your privacy. This Privacy Statement explains how your personal and health information will be collected, stored, used, and shared when you join our Consumer Register.

## Collection of Information

We collect personal and demographic information when you register your interest in becoming a consumer representative or participating in community engagement activities. This may include your name, contact details, cultural background, lived experience, availability, and preferences for involvement.

Providing this information is voluntary. You may choose not to answer some questions, and you can update or withdraw your information at any time.

Some of the information you provide — such as lived experience or caring responsibilities — may be considered **health information** under the *Health Records Act 2001 (Vic)*. ODH manages this information in accordance with that legislation.

## Purpose of Collection

Your information will be used to:

- Support equitable and inclusive consumer participation;
- Match you to appropriate engagement opportunities (e.g. focus groups, advisory committees, co-design projects);
- Monitor diversity and representation across our Consumer Register;
- Meet Omeo District Health's obligations under the *National Safety and Quality Health Service (NSQHS) Standards*, particularly **Standard 2: Partnering with Consumers**.

## Use and Disclosure

Your information will only be used by authorised ODH staff for the purposes outlined above. We will not disclose your information to any third party without your consent, unless required or authorised by law.

## Storage and Security

Your information will be stored securely in line with ODH's privacy, records management, and cyber security policies. We take all reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure.

## Access and Correction

You may request access to your information or ask for corrections at any time by contacting our Project Lead – Digital Health & Consumer Engagement at [feedback@omeohs.com.au](mailto:feedback@omeohs.com.au) or (03) 5159 0100.

## Withdrawing Consent

You can request to be removed from the Consumer Register at any time. Your request will be actioned promptly, and any information we no longer require will be securely destroyed or de-identified in accordance with our legislative obligations.

## Consent

By submitting the Consumer Register sign-up form, you consent to the collection, use, and storage of your personal information as outlined in this statement.

## More Information

To learn more about how we manage personal and health information, please refer to our full Privacy Policy, available at [www.odh.net.au](http://www.odh.net.au) or upon request.