



PRIVACY AND YOU

This Privacy Notice is to be issued to inmates/offenders upon their first contact with Corrective Services NSW, and that act is to be recorded in the OIMS data base.

Our obligations

There are laws in place to ensure that any personal and health information you provide to Corrective Services NSW (CSNSW) and other government agencies is protected and handled responsibly.

The laws include the *Privacy and Personal Information Protection Act 1998*, which protects the general information you provide to us, and the *Health Records and Information Privacy Act 2002*, which protects your health information.

This notice aims to notify you about how, why and when your personal and health information will be used and disclosed.

Collection of personal and health information

We collect personal and health information about you in order to manage you and the administration of your sentence. This information may be collected from you, your family, other individuals, and bodies such as Justice Health. Depending on your circumstances, the following kinds of information may be collected:

- Your full name, together with any other names by which you are known;
- Your address and telephone number;
- The name, address and telephone number of your next of kin;
- Your age and date of birth;
- Your photograph;
- Your fingerprints;
- Your biometric characteristics;
- A description of your general appearance, including your height, weight, build, hair colour and eye colour;
- Information on any identifying features that you may have, such as tattoos;
- Details of your physical and mental health, including any medical, psychiatric or psychological reports;
- Your substance abuse history and drug test results;
- Details of any attempt at suicide or self-harm;
- Your ethnic or racial group;

- The language or languages you speak;
- Your religious denomination, if any;
- Your trade or vocation, including your employment history;
- Your financial circumstances;
- Your domestic circumstances (that is, whether you are single, married, widowed, divorced, have a de facto and whether you have children or other dependants);
- Your family history (such as incidents of physical or sexual abuse committed by, or against you);
- Your criminal history, both in New South Wales and elsewhere;
- Details of your criminal associates;
- Your passport number;
- Video or closed-circuit television footage of you.

Use and disclosure of information within CSNSW

We usually use the information for activities such as:

- Classification, placement and designation purposes;
- Visits and telephone call purposes;
- Processing of applications;
- Inquiry and complaint handling;
- Corrective Services Industries employment purposes;
- The operation of specialist programs such as drug and alcohol programs; education and vocational training programs;
- the provision of health services;
- Assessment (including pre-sentence reports) and case management in correctional facilities and in the community;
- Administration of custodial and community sentences;
- Providing access to accredited chaplains and arranging participation in religious observances;
- Maintaining safe and secure facilities under the control of CSNSW;
- Law enforcement;
- Preparation of reports for bodies such as the NSW State Parole Authority (SPA) and the Serious Offenders Review Council (SORC);
- Investigations;

- Processing requests and complaints of individuals and organisations;
- Restorative justice programs including victim-offender conferencing and mediation; and
- Research, evaluation and statistics.

We store your information in an appropriate file or database. The information collected may be viewed, used and disclosed by CSNSW officers in the course of their duties.

Disclosure of personal information outside CSNSW

Your personal information may be released to people and organisations outside CSNSW when it is considered reasonable to do so. Here are some examples of what we may disclose:

- Information regarding your location in custody, so that your family and friends can visit you;
- Information so that another government body, such as Housing NSW or a Minister's office, can provide services to you or carry out its functions;
- Information so that community agencies, psychologists or counsellors can provide programs and services to you;
- Information for the purposes of fine enforcement and government and private debt collection;
- Information for research purposes. Some agencies do research and need restricted access to your personal information. Any published research will not identify you, unless you give your permission;
- Information in response to complaints made by you or on your behalf to the Ombudsman or other complaint handling bodies.

Disclosure of health information outside CSNSW

Just like your personal information, we may release health information about you, when needed by people or organisations outside of CSNSW, including other government bodies. Some of the examples provided above may also apply to your health information.

Permissibility of disclosure to some government bodies

The disclosure of personal and health information to some government bodies is permitted by law. For example, the *Social Security (Administration) Act 1999* permits Centrelink to get information from us. The Australian Taxation Office and Medicare are also able to obtain your information.

Refusing to disclose your personal and health information

You may refuse to provide us with your personal or health information. However, if you do refuse to provide your information, certain services or programs available from us or other agencies, such as Centrelink and Housing NSW, cannot be offered to you. So, it is in your best interests to provide us with the information we request from you.

If you are in custody, you need to know that providing false or misleading information constitutes a correctional centre offence. A correctional centre offence may result in a penalty being imposed upon you by a General Manager.

Access to and amendment of personal and health information

You have a right to ask for access to records or information we hold about you. For access to your case management file, first speak with your case officer.

You have a right to request the amendment of your personal information that we hold, if you consider that it is inaccurate, irrelevant, incomplete, out of date or misleading.

For a *Government Information (Public Access) Act 2009* application form or an amendment request form, speak with your local officer or supervisor, or, if you are not in custody, go online to: www.correctiveservices.nsw.gov.au

Complaints and enquiries

If you have any questions or enquiries in relation to your personal and health information held by us contact:

- the Information Access & Privacy Unit at Corrective Services NSW, 20 Lee Street, SYDNEY NSW 2000 (GPO Box 31, SYDNEY NSW 2001).