



How Can I Access Personal Information?

If a person would like to access their personal information from the Julia Farr group, then the following is a guide to assist with the process:

1. How to request Personal Information?

To access personal information from the Julia Farr group a request must:

- Be in writing (to assist you, we have a Privacy Information Request form);
- Contain adequate information relating to the request, who is requesting and the reasons relating to the request;
- Specify an address, email and telephone number for further correspondence.

If a person is unable to request information on behalf of themselves, the Julia Farr group will provide information to a legal guardian, family member or carer if written consent has been provided.

2. What is the time frame for a response?

The Julia Farr group will endeavour to respond as quickly as possible.

A letter will be sent to the person confirming that their request has been received. This will occur within 7 days of receiving the request.

Arrangements to access relevant information will be made within 14 days of receiving the request.

3. How will information be transferred to the person?

If a person's request for personal information is approved then a copy of the personal information can be collected from the Julia Farr group at:

- 104 Greenhill Road, Unley at a pre-arranged time.

Note that the person will need to bring proof of identity.

4. What happens if a person is denied access to their personal information?

The Julia Farr group is committed to assisting a person living with disability with accessing their personal information, however, if a person finds that their request has not been successful then the Julia Farr group encourages a person to contact the Privacy Commissioner at:

Privacy Commissioner
GPO Box 5218
Sydney NSW 2001
Privacy Hotline: 1300 363 992
Telephone: (02) 9284 9800
Fax: (02) 9284 9666