

Information privacy for Lived Experience Experts

About this document

This document gives you information about how the Victims of Crime Commissioner's Office (VOCC Office) will ask for, use and store your personal information. It also gives you information about how you can update the information we hold about you.

Who is this document for?

This document is for people with Lived Experience as victims of crime who join the Lived Experience Advisory Group (LEAG) or Lived Experience Experts Network (LEEN) and/or participate in any other VOCC Office Lived Experience activities.

What information do we collect?

All members of the LEAG and Network need to share some personal details to start working with the VOCC Office.

The types of personal information we may collect includes:

- Your name, preferred pronouns, and contact details (email address, contact number)
- Whether you are part of a diverse community group
- Information about any support needs you may have
- Your experiences as a victim of crime

Information can be collected in-person, by telephone, in writing, via email or through the website or social media. It could be collected from a form you fill in or a survey you complete.

When personal information is collected, the VOCC Office will explain why that information is collected and how it is stored and used.

Why do we keep your personal information?

It is important that you feel safe to speak and share your information when working with the VOCC Office. There are laws that say people have the right to have their personal information kept private. The VOCC Office follows these laws to keep your information safe.

How can we use your information?

The VOCC Office will only collect and use your information if it's needed to do our work. Some reasons why we might ask for personal information include:

- To communicate with you
- To give you details about our activities
- To make sure you get the right supports when working with us
- To pay you for your work

The VOCC Office might give other people your information when you have not given consent if the laws say we must, or it will keep you safe.

Can I see my information?

You can ask for the personal information the VOCC Office has about you. You can tell us if the personal information we have about you is wrong and we will update it. Please contact the Victim Engagement Team if you would like to change or update your information at any time.

Do I have to give my information?

No. If you feel worried or unsafe about giving us your personal details, please contact the Victim Engagement Team to discuss.

It is important to know that if we don't have your personal information, we will not be able to send you information and invitations to participate in Lived Experience activities.

Keeping your information safe

The VOCC Office must follow the law and our privacy policy to keep your personal information safe. The VOCC Offices have secure access to keep paper records safe and computer passwords to keep information on our computer databases safe. We only tell people your information if the law says they can and need to know.

Who can I speak to for more information?

For further information, contact Lucy or Briley from the Victim Engagement Team at engagement@vocc.vic.gov.au