

# Request for Personal Information Form

## Instructions for use

- This form is to be used if you are seeking access to your personal records held by Catholic Healthcare Limited (CHL).
- Completed forms are to be sent to [privacy@chcs.com.au](mailto:privacy@chcs.com.au).
- If assistance is required to complete this form, please contact the relevant Care Manager, Residential Manager or the Investigations, Incidents and Complaints Team (ICT) via [complaints@chcs.com.au](mailto:complaints@chcs.com.au).

## Person to which the information relates

Name

Date of Birth (DOB)

CHL Service

Contact Information (email/postal address)

## Request Details (what information are you seeking access to?)

Please describe the personal information you are requesting access to. Be as specific as possible (e.g., medical records, care plans, incident reports, financial records, etc.)

**Date of Request**

### Authority (if the request is being made on behalf of a resident)

I  am making a request for personal information on the behalf of:  (resident).

I have the following consent to act on behalf of  in relation to making this request for personal information:

If documentation is required to demonstrate your authority, please include it with this request form.

## Preferred Format of Access

Copy/ of documents (electronic)? Yes  No

Copy of documents (physical) Yes  No

Others

## Additional Information

Is the resident deceased? Yes  No

Is the person to whom the information relates still a resident of the RAC home? Yes  No

## Declaration

I declare that the information provided in this form is true and correct. I understand that CHL may contact me to verify my identity and authority to access the requested information:

Signature:

Date:

## Relevant Information

- Requests for personal information will generally be processed within 28 days from the date the request is received.
- Some requests for personal information may take longer than 28 days depending on the nature of the request (complexity and volume of information requested).
- This form is not to be used if you are seeking access to non-personal information held by CHL.
- There is no cost to make a request for access to personal information. In some circumstances, a reasonable fee may apply to provide access (for example, where large volumes of information are requested or physical copies are required). Any applicable charges will be discussed with you in advance.
- If you believe the personal information, you receive is incorrect, please advise the Residential Manager or the ICT.