

## About **privacy**

We respect your right to privacy and will comply with all privacy laws when providing you with Gambler's Help services.

We take care to comply with the *Health Records Act 2001 (Vic)* and the *Privacy and Data Protection Act 2014 (Vic)*, which regulate the collection, holding, use and disclosure of personal information.

This legislation provides you with a number of protections, including:

- you will generally be told what kind of information we are collecting and how we collect it
- you will generally be told why your personal information is being collected
- your personal information can only be collected for a lawful purpose
- you can ask to see what information we hold about you and have it corrected if it is incorrect, out of date or incomplete – the *Freedom of Information Act 1982 (Vic)* also supports this
- your personal information must be stored securely and protected from interference or misuse.

**Call Gambler's Help on 1800 858 858**  
or visit **[gamblershelp.com.au](http://gamblershelp.com.au)**



## Your right to privacy



We provide free and confidential support in Arabic, Cantonese, Mandarin and Vietnamese. We can also arrange an interpreter for other languages on request. Visit **[gamblershelp.com.au](http://gamblershelp.com.au)** for more information.

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit **[relayservice.gov.au](http://relayservice.gov.au)**



# The **Gambler's Help** program

Gambler's Help provides telephone, online and face-to-face counselling and financial counselling at various locations across Victoria.

The Gambler's Help program is delivered by a number of community organisations and is funded by the Victorian Responsible Gambling Foundation.

## Why we collect your information

When you contact Gambler's Help and register for services, you may be asked for information, including your name, contact details, health and financial information.

This helps us to:

- assess your situation
- provide individually tailored assistance
- refer you to other services when appropriate.

You are **not required** to disclose your personal information to us. However, if you do not disclose personal information, we may not be able to provide you with the most effective services.

## How we use your information

We will use and disclose your information for the main purpose for which it was collected.

This includes placing your information in an electronic client record held and managed by the foundation. It means:

- if you are referred to other Gambler's Help program providers, they can access the basic details of the services you have already received from us, including your name and contact details
- if you are referred to other Gambler's Help program providers, they can offer you appropriate services
- if you have given your permission, we may contact you to ask about your experience of Gambler's Help services
- we can provide you with integrated services and the most effective and appropriate help.

We will only use or disclose your personal information for a reason other than why it was collected if:

- you give us permission
- it is authorised or required by law.

## How we hold personal information

Personal information held by the foundation in Gambler's Help electronic client records is kept in a secure environment and stored and disposed of in accordance with the law.

## Accessing and correcting your information

You have a right to request access to your personal information held in Gambler's Help electronic client records.

If you find that your personal information requires correction, you can ask to have it corrected.

If your request to access or correct information is denied, you will be provided with written reasons for the refusal.

## Contact us

Contact the foundation's privacy officer if you:

- would like to know more about how your personal information will be handled
- would like to request access to or correction of your personal information
- would like further details about the Gambler's Help program providers
- have a complaint or concern that your privacy rights may have been breached
- would like additional copies of this brochure.

Privacy Officer, Victorian Responsible Gambling Foundation  
Telephone: (03) 9452 2600  
Email: [contact@responsiblegambling.vic.gov.au](mailto:contact@responsiblegambling.vic.gov.au)

You can also find more information about the foundation's privacy policy at: [responsiblegambling.vic.gov.au/privacy](http://responsiblegambling.vic.gov.au/privacy)

## Many ways to **get support**



Phone

### Talk to someone

Gambler's Help offers free, confidential advice and counselling 24/7

Call **1800 858 858**



Face to face

### Meet a counsellor

Gambler's Help offers face-to-face counselling on a one-off or ongoing basis

Call **1800 858 858**



Financial counselling

### Get help with your finances

Financial counsellors can help you address financial problems related to gambling

Call **1800 858 858**



Family & friends

### Support for family and friends

If someone else's gambling is affecting you, we offer advice and counselling

Visit [gamblerhelp.com.au](http://gamblerhelp.com.au)



Peer support

### Talk to people like you

We can help you find support from others who have gone through similar issues

Call **1800 858 858**



Help yourself

### Tools to help yourself

Self-help tools can help you build your confidence and work through your concerns in your own time, at your own pace

Visit [gamblerhelp.com.au](http://gamblerhelp.com.au)



Young people

### Are you under 25?

Call our dedicated Gambler's Help Youthline for a confidential chat

Call **1800 262 376**



Online support

### Immediate help online

Email or chat live with a counsellor 24/7

Visit [gamblinghelponline.org.au](http://gamblinghelponline.org.au)