

HOUSING CHOICES AUSTRALIA COLLECTION STATEMENT FOR RESIDENTS



This collection statement addresses personal information that the Housing Choices Australia Group (**HCA Group**) may collect about you in relation to your housing with us. Information that is collected includes information that can be used to personally identify you, such as your name, address, telephone number, email address and digital images. It may also include 'sensitive information' in relation to your housing needs such as health information about mental illness, disability or substance abuse. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

By consenting to receive our services, you are also consenting to us collecting your personal information in accordance with our privacy policy and this statement. Personal information will be collected directly from you whenever reasonable and practicable and may be collected in a number of ways, including:

- when you correspond with us (for example by letter, email, fax or telephone (including voicemail and text));
- in person, if we meet with you;
- from third parties such as Centrelink, service providers including health service providers and partner or support agencies, who refer you to us for assistance with your consent;
- on hard copy forms that you complete;
- through the use of CCTV cameras in common areas; and
- at events and forums.

In addition to collection through referring third parties, sometimes information about you may be collected or received by the HCA Group from another person or body. These can include:

- Neighbours
- Law enforcement bodies
- Maintenance providers
- Family members
- Friends
- People who say that they have powers to act on your behalf
- Banks
- Utility providers
- Courts and tribunals
- Contracted service providers
- Funded agencies e.g. the National Disability Insurance Agency

The HCA Group may not specifically seek this information from the above persons or bodies and will only retain information if it is reasonable, relevant and likely to be true. Personal information about you collected by the HCA Group is used for the primary purpose of providing housing services, including assessing eligibility to access housing services, assessing rent payable and assessing any special accommodation needs.

We may also use your personal information for secondary purposes within the HCA Group such as:

- for the provision of associated services;
- to facilitate assistance in the event of an emergency;
- to attend to day to day administrative matters;
- to inform you about issues and matters that may be of interest;
- to comply with legislative and contractual reporting requirements;
- for benchmarking, analyses, quality assurance and planning purposes; or
- to facilitate and enable opportunities in community engagement, unless you expressly ask us not to.

We do not normally disclose your information to persons or bodies without your consent and will only do so if we are required by law or government obligations.

As part of conducting our normal business, we will only disclose your personal information to a third party (see examples below) for an indirect purpose if it is reasonable and directly related to the main purpose for which it was provided.

- Persons contracted by us to undertake tasks relevant to the provision of housing services to you;
- External service providers where you are transferring to a service provider that is not part of the HCA Group;
- Third party service providers who assist us with the delivery of services or who provide services to or partner with us to enable us to deliver services;
- Other service providers, including:
 - IT providers, e.g. so we can manage our systems;
 - accounting services providers, e.g. so we can manage our accounts;
 - communications and research agencies, e.g. so that we can do our resident satisfaction survey;
 - freight and courier services, e.g. so that we can send you information;
 - printers and distributors of direct marketing material, e.g. so we can tell you about our services; and
 - external business advisors (such as auditors and lawyers), e.g. so that we can comply with the law;
- Persons who have legal powers to act for you, such as powers of attorney, in accordance with those rights;
- Our tradespeople required to carry out maintenance;
- Banks or utilities providers (e.g. gas, electricity, water, phone);
- Funding agencies;
- Employers, etc. to provide confirmation details on your behalf;
- Referees you have nominated;
- National tenancy databases; and
- Government agencies, including bond authorities.

We may also disclose your information to other persons or bodies (see examples below) under specific circumstances, where lawful and necessary and on a strict “need to know” basis.

- Residential tenancy tribunals and other tribunals and courts;
- Complainants for the purposes of resolving disputes;
- External business advisors to assist us in addressing disputes or investigating matters;
- Law enforcement bodies;
- An ombudsman; and
- In the event of an emergency, police, medical or hospital personnel, civil emergency services, your legal representative or nominated emergency contact person, or other person assessed as necessary to respond to the emergency.

There may be circumstances where we will seek your specific consent before the collection or disclosure of your personal information. For example, in respect of some sensitive or health related information or if we would like to use your personal information for promotional activities. We will not make audio recordings of your telephone conversations with us and expect that you do not do so either, unless you have first asked for our consent.

Although we seek to ensure through our contracts with external parties that they comply with the *Privacy Act 1988* regarding the use of your personal information, we have limited control around how some external parties (for example, government agencies) use your personal information.

If your personal information is not provided to us or you do not consent to the uses to which we put your personal information, we cannot properly provide you with the full suite of housing or related services and fulfil our duties to you and others.

As a result, we may need to limit the services we provide to you, in the absence of some or all of your personal information, or where we are unable to use your personal information.