

Privacy Policy

Strategy, Legal and
Governance

Document Owner

10

Version

30/05/2022

Issue / Approval Date

30/05/2019

Last Updated

3 Years

Review Period

Purpose

This policy outlines the HCA Group's commitment to protect the privacy of personal and sensitive information about its customers, staff, volunteers, suppliers, partners and supporters in accordance with the Privacy Act 1988 (Cth) (**Privacy Act**), including the Australian Privacy Principles, and any other relevant state-based privacy laws.

It explains the principles and framework supporting how the HCA Group collects and manages personal information. Further detail is set out in our Privacy Statement and related policies.

Scope

This policy applies to our staff, volunteers, contractors and suppliers who handle personal information on behalf of the HCA Group.

The **HCA Group** means each of the following, unless the members of Housing Choices Australia Limited (**HCAL**) resolve by special resolution that an entity has been removed or released from, or has otherwise exited, the HCA Group:

Organisation	Abbreviation	ACN
Disability Housing Limited	DHL	118 571 547
Singleton Equity Housing Limited	SEHL	007 008 853
Housing Choices Australia Limited	HCAL	085 751 346
Housing Choices Tasmania Limited	HCTL	147 840 202
Housing Choices South Australia Limited	HSCAL	122 807 130
Housing Choices NSW Limited	HCNSWL	619 158 299
Urban Choices Property Limited	UCP	094 639 237

And any of their subsidiaries and any other entity which the members of HCAL resolve by special resolution forms part of the HCA Group from time to time, in each case including any such entity's role as trustee of a trust.

If a third party supplies personal information to the HCA Group, we agree to treat that personal information in accordance with this policy.

Scheduled Review

All HCA Group staff will be informed of this policy and will be expected to comply. HCA Executive and Senior Managers have responsibility for the management of compliance in their relevant functional areas and will promote, monitor and uphold a positive compliance culture. They will engage with the General Counsel for support and/or training where required.

This policy will be reviewed by the Board every 2 years.

Policy Statement

Guiding Principles

The HCA Group aims to:

Respect Rights	to privacy by only collecting information which is reasonably necessary and by being careful regarding how we use, disclose and store personal information
Transparently and Securely Manage	all personal information in a manner that is consistent with our policies
Educate	our staff, volunteers, contractors and suppliers of their responsibilities in relation to personal information by investing in training and implementing practices, procedures and systems accordingly
Continuously Improve	by regularly reviewing this policy and any associated statements or procedures to consider new laws or technology or related changes to our operations and practices

Privacy Statement & Collection Statement

Our Privacy Statement sets out in detail the specific matters required by the Privacy Act, including how external parties may access and correct records containing personal information.

Our Collection Statement sets out the type of personal information we may collect and how we may collect it.

Complaints Process

The process for making a complaint about a breach of privacy and how we deal with a complaint is set out in our Complaints Process.

Compliance and Breaches

Where there is non-conformance or breach of this policy, the Quality Assurance and Compliance Manager is to be notified, who will liaise with the relevant State Manager and/or General Counsel to manage the incident.

All HCA Group staff are responsible for reporting any incidents relating to inadvertent disclosure or loss of personal information to the General Counsel. The General Counsel is responsible for maintaining a register of these incidents for record keeping and audit purposes and will report to Board annually (or as reasonably required, if a major incident occurs).

Page | 3

Application of Policy

In respect of that HCA Group member, the board of any HCA Group Member may decide to opt-out of this policy at any time. This policy will only apply to a particular HCA Group Member once they have formally adopted it.

HCA Group Member	Date Policy Adopted
Housing Choices Australia Limited	8 August 2018
Housing Choices Tasmania Limited	8 August 2018
Housing Choices South Australia Limited	8 August 2018
Housing Choices NSW Limited	8 August 2018
Disability Housing Limited	8 August 2018
Singleton Equity Housing Limited	8 August 2018
Urban Choices Property Limited	8 August 2018

References:

Standards and legislation

- Archives Act 1983
- Privacy Amendment (Notifiable Data Breaches) Act 2017
- Health Records & Information Privacy Act 2002 NSW
- Health Records Act 2001 (Vic)
- Information Privacy Act 2000
- Listening Devices Act 1991 TAS
- My Health Records Act 2012 (Cth)
- **NCHS Section 3: Tenant Rights and Participation 3.05: Confidentiality and Privacy**
- Privacy & Data Protection Act 2014
- Privacy Act 1988
- Public Records Act 1973 (Vic)
- State Records Act 1997 SA
- Surveillance Devices Act 2007 NSW
- Surveillance Devices Act 2016 SA
- Surveillance Devices Act VIC 1999

Related processes

- [Privacy Statement](#)
- [Complaints and Appeals Policy](#)
- [Collection of Personal Information Procedure](#)
- [Collection Statement for Residents](#)
- [Complaints and Appeals Procedure](#)
- [Complaint Advocacy Consent Form](#)



English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بنا على هاتف رقم **1300 312 447** Housing Choices Australia. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرید. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**. Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是 **9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.