

# Privacy Statement

Strategy, Legal and Governance

Document Owner

3

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## OUR COMMITMENT TO PRIVACY

Protecting your privacy is important to the Housing Choices Australia Group (**HCA Group**).

The HCA Group is committed to managing the handling of personal information it collects in the provision of housing services in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other applicable privacy and related laws.

You can expect that personal information collected by all HCA Group entities will be handled in a manner that is consistent with our policies and in accordance with applicable laws.

This statement provides an overview of how the HCA Group (and each entity within the group) is meeting these obligations.

## WHAT INFORMATION DO WE COLLECT ABOUT YOU?

The HCA Group collects a range of personal information (including sensitive and health information), to enable the efficient and high standard delivery of HCA housing services. However, we will endeavour to only collect information from you that is reasonably necessary based on the services that we deliver.

The types of personal information we collect may include (but are not limited to):

- information to identify you;
- contact details;
- information about your personal, family and household circumstances;
- information about your health, including disability information;
- information about your place of work;
- if relevant, your ethnic origin;
- your preferred language;
- your personal income;
- details of your rental history; and
- if directly related to our services or relevant, images and audio or visual recordings.

In most cases, this information is collected directly from you, either verbally or in writing. In some cases it may be collected from other parties, as set out in our Collection Statement. Where the collection occurs in circumstances that are not described in the Collection Statement we may notify you, when it is reasonable to do so.

It is important to us that the information we have about you is up to date. We will take reasonable steps to make sure that it is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable and we will consider if the information requires amendment. If we agree to correct the information then, where reasonably practicable, we will notify you of the updates that we have made to our records.

## WHAT DO WE USE YOUR PERSONAL INFORMATION FOR AND WHY MAY WE DISCLOSE IT?

The HCA Group may collect, use or disclose your personal information for purposes which include:

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- assessing use of our website;
- to contact you in relation to any enquiries made by you;
- internal evaluation and planning purposes (for example, in supervising staff or ensuring quality service delivery);
- research and statistical analysis (aggregated and de-identified information only), to evaluate and improve the housing and related services offered;
- marketing the services offered by the HCA Group;

### FOR RESIDENTS AND PROSPECTIVE RESIDENTS

- providing information to other HCA Group entities, our partners (including government and other service providers) and contractors while providing you with housing services or addressing issues arising from your use of housing services;
- assessing your eligibility to access housing services;
- assessing rent payable;
- assessing any special accommodation needs;
- tailoring the housing services we provide to your personal circumstances;
- monitoring and managing issues which arise regarding housing services provided to you;
- facilitating work performed by contractors and service providers;
- assisting law enforcement and regulatory bodies as permitted by law;
- to assist any persons who have legal powers to act for you, such as powers of attorney, in accordance with those rights; and

### FOR EMPLOYEES, POTENTIAL EMPLOYEES AND VOLUNTEERS

- for recruitment and personnel management purposes (as authorised by law).

## HOW DO WE STORE YOUR PERSONAL INFORMATION AND KEEP IT SECURE?

The HCA Group will store your information securely, whether it is held in electronic or paper form. Hard copy records are held securely on or off site and electronic records are held in databases (which may be government controlled or held by third party providers) that are secured in accordance with recommended industry standards. We do use cloud-based data storage services such as Microsoft 365. We will endeavour to ensure that that these services and platforms will store information in Australia, but storage may occur overseas.

The steps that we take to ensure the information we hold is secure include:

- website protection measures (such as encryption, firewalls, anti-virus software);
- access restrictions to our computer systems (such as login and password protection);
- restricted access to our office premises; and
- staff training and implementation of workplace policies and procedures that cover access, storage and security of information.

To ensure that our practices are current, we regularly review and update our electronic data security measures.

We will only keep your information for as long as we consider that it is needed for any purpose for which it was collected, or otherwise if it is part of a Commonwealth or State record or is required to be retained under Australian law or our contractual obligations. Once your information is no longer required to be stored, we will archive and securely destroy or de-identify that information, in accordance with relevant obligations.

You are able to access your personal information held by the HCA Group at any time, on request (except in specific circumstances, permitted by law). If you wish to access your personal information, please contact the HCA Group using the below contact information.

## USE OF COOKIES

When you use our website, we may track your usage patterns using cookies (data that a website transfers to an individual's hard drive for record-keeping purposes). Cookies also allow you to use features such as online transactions and services. The HCA Group website uses cookies for online transactions and services only, and we do not store personal information about our visitors.

Note: If you do not wish to receive cookies, you can set your browser so that your computer does not accept them. Be mindful that if you disable the cookie feature you may not be able to use our online transactions and services.

## MANDATORY NOTIFIABLE DATA BREACHES

The HCA Group will comply with the notification and other requirements of the Privacy Act 1988 (Cth), for example where personal information has been inadvertently lost or disclosed or improperly accessed and that loss, disclosure or access may result in serious harm to you.

## ANY QUESTIONS?

If you have any questions or concerns about this Privacy Statement or the way in which your personal information has been handled, please contact the HCA Group:

Contact	Privacy Officer
Address	Level 3, 350 Queen Street Melbourne Victoria 3000
Email	<a href="mailto:privacy@hcau.org.au">privacy@hcau.org.au</a>
Phone	1300 312 447

## OTHER RESOURCES

For more information regarding how the HCA Group handles your personal information and other privacy related matters, please refer to the following HCA Group resources:

- Collection Statement
- Privacy Guide for residents [to be finalised]
- FOI Request Procedure [to be drafted]
- Document Retention and Destruction Procedure for Personal Information [to be drafted]
- Marketing and Image Use Procedure [to be drafted]

For a summary of what the Australian Privacy Principles require, please refer to the APP Guidelines prepared by the Office of the Australian Information Commissioner.

NOTE: 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:

- Housing Choices Australia Limited (ACN 085 751 346) (**HCAL**);
- Housing Choices Tasmania Limited (ACN 147 840 202) (**HCTL**);
- Housing Choices South Australia Limited (ACN 122 807 130) (**HCSAL**);
- Housing Choices NSW Limited (ACN 619 158 299) (**HCNSWL**);
- Urban Choices Property Limited (ACN 639 237) (**UCP**);
- Disability Housing Limited (ACN 118 571 547) (**DHL**); and
- Singleton Equity Housing Limited (ACN 007 008 853) (**SEHL**).

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.

## References

### Standards and Legislation:

- Privacy Amendment (Notifiable Data Breaches) Act 2017
- Health Records & Information Privacy Act 2002 NSW
- Charter of Human Rights and Responsibilities Act 2006
- Information Privacy Act 2000
- Listening Devices Act 1991 TAS
- My Health Records Act 2012 (Cth)
- NCHS Section 3: Tenant Rights and Participation
- Privacy & Data Protection 2014 (Vic)
- Section 13: Right to privacy and reputation
- Privacy Act 1988
- State Records Act 1997 SA
- Surveillance Devices Act 2007 NSW
- Surveillance Devices Act 2016 SA
- Surveillance Devices Act VIC 1999

### Related Processes

- [Privacy Policy](#)
- [Collection of Personal Information Procedure](#)
- [Consent & Privacy Agreement](#)

#### 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](http://www.tisnational.gov.au)

#### Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. 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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.tisnational.gov.au)

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