

# Privacy Policy

Legal and Company  
Secretary

Document Owner

12

Version

14/06/2025

Next Review Date

14/06/2022

Date Published

3 Years

Review Period

## 1 Purpose

This policy outlines HCA'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 HCA collects and manages personal information. Further detail is set out in our Privacy Statement and related policies.

## 2 Scope

This policy applies to our staff, volunteers, contractors and suppliers who handle personal information on behalf of HCA, being all Housing Choices Australia entities.

## 3 Scheduled Review

All HCA 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 Privacy Officer, Privacy Champion and Legal team for support and/or training where required.

This policy will be reviewed by the Board every 3 years.

## 4 Policy Statement

HCA will create and maintain an environment in which employees, directors, contractors and residents are aware of their rights and responsibilities around privacy. HCA is committed to its legislative responsibility to protect the personal information of its residents, contractors, partners and staff.

To meet legislative requirements and support service excellence, HCA appoints the following:

Privacy Champion: Executive General Manager Legal and Governance

Privacy Officer: Manager Integrated Risk and Compliance

## 4.1 Guiding Principles

HCA aims to:

<b>Respect Rights</b>	to privacy by only collecting information which is reasonably necessary and by being careful regarding how we use, disclose and store personal information
<b>Transparently and Securely Manage</b>	all personal information in a manner that is consistent with our policies and obligations
<b>Educate</b>	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
<b>Continuously Improve</b>	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

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## 5 Privacy Statement & Collection Statement

HCA's 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.

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

## 6 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.

## 7 Disclosure of Personal Information

HCA will only disclose personal information when approved by individuals about whom the disclosure is being made or otherwise in line with legal obligations.

## 8 Compliance and Breaches

Where there is non-conformance or breach of this policy, the Privacy Officer is to be notified. The Privacy Officer will liaise with the relevant General Manager and Legal team (if necessary) to manage the incident in accordance with the Privacy Act Data Breach Response Procedure.

HCA staff are responsible for reporting any incidents relating to inadvertent disclosure or loss of personal information to the Privacy Officer. The Privacy Officer and Legal team are 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).

## 9 Application of Policy

<b>HCA Group and HCA Affiliates</b>	<b>Date Policy Adopted</b>	Page   3
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	
Housing Choices Western Australia Limited	12 May 2021	
Catherine House Inc	12 May 2021	

## 10 References:

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
<ul style="list-style-type: none"> <li>• Archives Act 1983 (Cth)</li> <li>• Australian Privacy Principles</li> <li>• Health Records Act 2001 (Vic)</li> <li>• Health Records &amp; Information Privacy Act 2002 (NSW)</li> <li>• Information Privacy Act 2000</li> <li>• Listening Devices Act 1991 (TAS)</li> <li>• My Health Records Act 2012 (Cth)</li> <li>• <b>NCHS Section 3:</b> Tenant Rights and Participation <b>3.05:</b> Confidentiality and Privacy</li> <li>• Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)</li> <li>• Privacy &amp; Data Protection Act 2014 (Vic)</li> <li>• Privacy Act 1988 (Cth)</li> <li>• Public Records Act 1973 (Vic)</li> <li>• State Records Act 1997 (SA)</li> <li>• Surveillance Devices Act 2007 (NSW)</li> <li>• Surveillance Devices Act 2016 (SA)</li> <li>• Surveillance Devices Act 1999 (VIC)</li> <li>• Surveillance Devices Act 1998 (WA)</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Privacy Statement</a></li> <li>• <a href="#">Privacy Act Data Breach Response Procedure</a></li> <li>• <a href="#">Complaints and Appeals Policy</a></li> <li>• <a href="#">Collection of Personal Information Procedure</a></li> <li>• <a href="#">Collection Statement for Residents</a></li> <li>• <a href="#">Complaints and Appeals Procedure</a></li> <li>• <a href="#">Complaint Advocacy Consent Form</a></li> <li>• <a href="#">Code of Conduct</a></li> <li>• <a href="#">Privacy Impact Assessment Procedure</a></li> <li>• <a href="#">Privacy Impact Assessment Template</a></li> <li>• <a href="#">Record Management Policy</a></li> </ul> <p><b>HCWA Related Processes</b></p> <p>NOTE: HCWA processes are listed only until policy integration is complete.</p> <ul style="list-style-type: none"> <li>• <a href="#">Appeals Policy</a></li> <li>• <a href="#">Enterprise Agreement</a></li> <li>• <a href="#">Common law employment contracts</a></li> </ul>

### 10.1 Glossary

[add terms specific to this policy/delete section if not appropriate]

**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 على هاتف TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بنا على هاتف **Housing Choices Australia** على الرقم **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 بگیرند. 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.**