

# Privacy Collection Statement: Customer

## 1. Purpose

This collection statement addresses Personal Information (including Sensitive and Health Information) that the Housing Choices Australia Group (HCA) may collect about you as a customer accessing services from us.

## 2. Information we collect about you

We collect a range of information to enable us to provide services to you or to fulfill other obligations we have, such as reporting to government agencies. Information we collect may include (but is not limited to):

- identifying information such as your name and date of birth;
- contact details such as phone numbers or email addresses;
- information about your personal, family and household circumstances;
- information about your health, including mental health or disability information;
- information about your employment;
- if relevant, your ethnic origin;
- your preferred language;
- income details for you and/or household members;
- rental history details;
- if directly related to our services, images and audio or visual recordings.

## 3. How we collect your Personal Information

We will collect Personal Information directly from you whenever reasonable and practicable, but we may also receive Personal Information from other people or organisations, including:

- Neighbours
- Law enforcement bodies
- Maintenance providers
- Family members
- Friends
- Guardians or Administrators
- Banks
- Utility providers
- Courts and tribunals
- Service and support providers
- Funded agencies e.g. the National Disability Insurance Agency
- Government agencies e.g.: state housing authorities, Services Australia, etc.

HCA may not specifically seek this information from the above people or organisations and will only retain information if it is reasonable, relevant and likely to be true.

Personal Information be collected in a number of ways, including:

- when you correspond with us (for example by letter, email, SMS)
- via telephone (including call recordings, which are held indefinitely)
- 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
- at events and forums.

### 3.1. How we record conversations and meetings

When you call us, or we call you, you will be advised that your call may be recorded (audio and/or automated transcription) for training and quality improvement processes. If you do not want your call to be recorded, you can let us know, and we will call you back on an unrecorded line.

If you contact us via our live chat or SMS chat functions, a transcript of the conversation will be recorded by us. You will also be given the option to save a copy of the transcript on your personal device. If you do not want a transcript recorded, you can let us know, and we will delete it after the chat.

You cannot record meetings or conversations with our staff unless you have express written permission to do so. However, we can provide a written summary of any meetings or conversations with us at your request.

### 3.2. Use of cookies

When you use our website, we may track your usage patterns using cookies. Cookies are data that is transferred from our website to your hard drive for record keeping. Cookies also allow you to use features such as online transactions and services. We use cookies for transactions and services only, and do not store Personal Information about website visitors, unless they submit an enquiry via the website.

To disable cookies, open your browser settings, find the privacy or site settings section, and turn off or block cookies for the website.

## 4. Why we collect your Personal Information

When we collect your Personal Information related to your tenancy, it may include:

- assessing eligibility to access housing
- managing your tenancy
- assessing your rent
- processing applications for housing or other services we provide
- understanding any special accommodation needs
- communicating with you about your housing or services
- managing complaints
- providing associated services such as maintenance
- arranging assistance in the event of an emergency

- responding to enquiries from government departments about housing or services we provide
- informing you about issues and matters that may be of interest
- complying with legislative and contractual reporting requirements
- assessing the use of our website;
- research and statistical analysis (using de-identified information only) to evaluate and improve housing and related services;
- benchmarking, analyses, quality assurance and planning purposes; or
- inviting you to events unless you expressly ask us not to.

## 5. Who we may disclose your Personal Information to

We do not normally disclose your information to people or organisations without your consent. We will only do so if we are required or authorised by law. The types of people or organisations we might disclose your Personal Information to include:

- Centrelink
- National Disability Insurance Agency
- State government departments
- Support service providers
- Maintenance contractors
- Courts or tribunals
- Law enforcement agencies
- Emergency Services Organisations.

### 5.1. Overseas recipients

Some of our information systems that hold your Personal Information may be accessed outside Australia, including in:

- New Zealand
- Romania
- India.

## 6. Consequences of withholding your Personal Information

If you choose not to provide the Personal Information we request, or later withdraw consent, we may not be able to:

- Process your housing application
- Provide you with appropriate housing services
- Respond to complaints
- Connect you with services or coordinate them on your behalf.

## 7. Your rights and choices

You have rights and choices about your Personal Information. You can request that we:

- provide access to the Personal Information we hold about you
- correct your Personal Information
- change any or all consents provided to us about the use or disclosure of your Personal Information.

If you would like access or change your Personal Information, please contact our Privacy Officer via phone, email or post. Contact details are in section 9 below.

## 8. How to make a complaint

If you have any questions or concerns about this Privacy Collection Statement, or the way in which your Personal Information has or will be handled, please contact our Privacy Officer via phone, email or post. Contact details below.

Privacy Officer Contact Details	
Phone	1300 312 447
Email	<a href="mailto:privacy@hcau.org.au">privacy@hcau.org.au</a>
Post	Privacy Officer Housing Choices Australia Limited 350 Queen Street Melbourne 3000

If, after contacting us, we are unable to resolve your concerns, you may lodge a complaint with the Office of the Australian Information Commissioner via their [OAIC Web Form](#) or by sending a written [Privacy Complaint Form](#) via fax or mail.

## 9. Implementation

This policy is implemented through our:

- Notifiable Data Breach procedure
- Privacy Impact Assessment procedure.

## 10. Guiding documents

- *Privacy Act (Cth) 1988*
- HCA Privacy Policy

## 11. Definitions

Term	Definition
<b>Personal Information</b>	Personal Information is information that could identify a person. The information can be recorded or not, an opinion, true or not. It could be information such as a name, date of birth, address, email address, education, employment history, photograph or voice recording. Personal Information includes sensitive and Health Information.
<b>Sensitive Information</b>	Sensitive Information includes Health Information. Sensitive Information attracts greater protections because inappropriate handling could lead to discrimination, mistreatment, humiliation, embarrassment or undermine an individual's dignity. Sensitive Information includes racial or ethnic origin, political opinions, certain types of beliefs, memberships, practices or orientation, criminal records, health, genetic or biometric information.
<b>Health Information</b>	Health Information includes information about the health, genetics or a disability (at any time) of an individual. It includes a person's expressed wishes about health services and what health services are or will be provided to them. It also includes information collected in connection with providing a health service like appointment or billing details, dental records or test results.

## 12. Document details

Title	Privacy Collection Statement: Customer
Version	v3.0
Approver	Director Risk & Compliance
Owner	Director Risk & Compliance
Approval date	7 April 2026
Review period	1 year



**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 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**.