

Privacy Policy

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| Version No: | 1 | Date Approved: | 11 January 2021 |
| Next Review Date: | January 2023 | Policy Owner: | CEO |

| Policy context: This policy relates to | |
|--|---|
| Standards or other external requirements | <ul style="list-style-type: none">• Information Privacy Principles. |
| Legislation or other requirements | <ul style="list-style-type: none">• Privacy Act 1998 (Cth)• NT Information Act 2002 |
| Contractual obligations | <ul style="list-style-type: none">• Contractual agreements with funding bodies• Employment contracts• Residential Tenancy Agreements with tenants |

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1. Overview

This policy outlines how Community Housing Central Australia Affordable (CHCA) handle personal information and meet our legal duties.

2. Scope

This policy applies to all information collected, received, used and held by CHCA relating to all customers. This policy does not relate to personal information relating to current or former employees, please refer to our Human Resources policy.

3. Responsibilities

| Role | Responsibilities |
|------------|---|
| All staff | <ul style="list-style-type: none">• Consult with CHCA Management before considering the release of any personal information held by CHCA.• Be aware of the Privacy Act and Information Act.• Do not release personal information without the permission of the client unless it is required by law or for the purposes of law enforcement investigations. |
| Management | <ul style="list-style-type: none">• Provide advice to staff on possible release of any personal information held by CHCA. |

4. Personal information

CHCA receives and holds personal information that may relate to a client such as name, postal, residential and email address, gender, date of birth, nationality, language spoken, education and qualifications, bank account details, proof of identity, photographs, health or medical information and emergency contact details.

We might also collect, use or disclose government related identifiers, such as a drivers license or Centrelink Reference Number (CRN), where we need the information for reporting.

5. Use and Disclosure

CHCA will only use or disclose personal information that we hold for the purpose which we collected it for (the primary purpose), or for a related purpose (or a directly related purpose for sensitive information), unless:

- The person has given us permission to use or disclose it for another (secondary) purpose
- The person would reasonably expect us to use or disclose the information for another (secondary) purpose
- The use or disclosure is required or permitted under Australian law or by a court or tribunal order
- We reasonably believe that use or disclosure is reasonably necessary for enforcement related activities
- We reasonably believe that use or disclosure is needed to reduce or prevent a serious threat to the life, health or safety of any person, or to public health or safety
- For any other legal purpose.

Where possible, we will check that personal information is accurate before we disclose it.

We will only disclose personal information about an individual to the police or another enforcement body if it relates to their activities including the prevention, detection,

investigation and prosecution or punishment of criminal offences and intelligence gathering activities

If we use or disclose information for enforcement related activities, we will make a note in the relevant record, unless a law prohibits us from making such a note.

6. Storage and protection of personal information

CHCA stores personal information in both hard copy and electronic form and takes all reasonable steps to make sure that personal information is stored securely and is protected from misuse, interference or loss and unauthorised access, modification or disclosure.

Some personal information we hold electronically might be stored offsite using cloud computing or other electronic storage services.

If we hold personal information about an individual and we don't need the information anymore or we aren't legally required or authorised to keep the information, we will take all reasonable steps to destroy or de-identify the information.

7. Resolving privacy information issues

CHCA is committed to working with people to resolve any issues or concerns about privacy.

Anyone who feels that they have been affected by a decision made under this policy has a right to appeal the decision. Please refer to our Appeals and Complaints Policy.

Any issues, concerns, complaints, questions and appeals relating to privacy should be directed to our CEO.

8. Related policies / documents

- Appeals and Complaints Policy