

# Privacy Policy

## Purpose

This policy outlines how Foundation Housing Ltd (FHL) will manage the privacy rights of its customers in line with the Australian Privacy Principles.

## Definitions

**Personal information** is information which identifies an individual or from which an individual's identity can be reasonably gained (regardless of the type of information or whether it is true or not).

**Sensitive information** is information or an opinion about an individual's:

- racial or ethnic origin;
- political opinions;
- membership of a political association;
- religious beliefs or links;
- philosophical beliefs;
- membership of a professional or trade association;
- membership of a trade union;
- sexual preferences or practices; or
- criminal record.

**Unsolicited personal information** is information that FHL has not asked for.

## Collecting information

FHL will only collect personal information that is needed to carry out its duties, where it is required by law and/or to protect the health, safety and welfare of its employees or any third party who has been asked to provide a service on FHL's behalf.

FHL will only collect and use an individual's sensitive information with their permission.

The types of information collected will depend on what the information is needed for. Generally, the information collected about customers includes:

- identity information such as name, date of birth, sex, postal and email addresses, home and mobile numbers;
- details of any commonwealth and state benefits being received;
- Centrelink Reference Number;

- citizenship and cultural identity;
- medical and disability information (for example, whether someone is a wheelchair user and may need a property on the ground floor);
- any support agencies providing them with support
- income details;
- emergency and family contact details;
- bank details (see below);
- interpretation and translation needs; and
- literacy needs.

If bank details are requested from an individual, these will be securely stored and only used to transfer funds as necessary.

Personal information will be collected directly from an individual unless this is unreasonable or impractical. In these situations, the individual may authorise someone else to provide the information on their behalf.

FHL may collect personal or sensitive information (or both) when an individual:

- fills in a form;
- contacts FHL by phone;
- emails FHL;
- visits FHL's website; or
- speaks to FHL in person.

FHL may also collect personal information from photographs and CCTV footage.

When FHL collects personal information directly from an individual, reasonable steps will be taken to let the person know why and how the information has been collected and who it might be provided to. FHL will also provide information about how this information can be accessed, amended or how a complaint can be made.

If an individual chooses not to provide FHL with personal information, FHL may not be able to:



- offer or provide a tenancy or residency (lodging accommodation);
- manage a tenancy or residency appropriately (if the individual already has one);
- check an identity; or
- provide ongoing information about service delivery or changes to this.

If FHL receives unsolicited personal information about an individual, and that information is needed to carry out duties or activities, the information will be managed in the same way as any other personal information. If the information isn't needed, it will be destroyed or identifying details removed.

FHL will allow all customers to remain anonymous or to use a different name when dealing with FHL unless this is not possible or is against the law, in which case we will inform you.

Where possible, FHL will hold interviews and meetings in spaces that provide privacy.

## Using and sharing personal information

FHL will use personal information for the purpose it was intended for, or for other related purposes if it was reasonably expected the information would be used in such a way.

FHL collects, holds and uses personal information:

- to provide, deliver, manage and improve services;
- to manage customers' tenancies and residencies and associated financial accounts;
- to better understand and evaluate customers' needs;
- to let customers know about service delivery issues or changes to these;
- to communicate with customers and contractors;
- to ensure accurate records are maintained;
- to allow third parties to provide services such as maintenance and repairs, customer surveys, printing and mailing and other associated services;
- to investigate feedback and complaints; and
- where needed or allowed by law, or where it is necessary as part of an investigation, for health or safety reasons.

FHL will not provide an individual's personal information to other people or organisations unless that person's permission has been granted or the information must be provided by law. FHL may share your personal information for the main purpose it was collected for or

other related purposes if it would reasonably be expected that the information would be shared in such a way.

FHL may share personal information with:

- financial institutions;
- regulatory or government agencies; and
- enforcement agencies.

FHL may also collect, use or share government-related identifiers, such as driver's licence details or Centrelink Reference Number (CRN) where this is reasonably necessary to be able to carry out duties or activities.

## Direct marketing

From time to time FHL may use personal information to provide customers with general information about service delivery changes, general organisational changes, or any other information which customers may find of use regarding FHL's activities or services/activities from other organisations with whom FHL works.

If customers do not wish to receive such marketing information, they may at any time opt out of the mailings by emailing [admin@foundationhousing.org.au](mailto:admin@foundationhousing.org.au) or directly unsubscribing from the email received. FHL will take all reasonable steps to meet the unsubscribe request within a reasonable timeframe.

## Sharing information with organisations overseas

Currently, FHL only operates in Western Australia and does not, therefore, share customer information with overseas organisations.

FHL does use cloud storage to store personal information and the cloud storage or IT servers may be located outside Australia.

## Quality of the information held

FHL will take reasonable steps to ensure personal information collected, used, or shared is accurate, complete, and up to date.

If customers believe the information held about them is not accurate, complete, or up to date, they can request that it be corrected and must show proof of your identity before any changes are made.

Any refusal to correct personal information will be explained.

## Keeping information secure

FHL will take reasonable steps to protect the personal information collected, in both paper and computer form.

Reasonable steps include:

- putting in place computer-system protection, including password protection and rules restricting who has access to personal information;
- monitoring computer systems to make sure they meet industry standards;
- providing lockable filing cabinets for paper records, and making sure the cabinets are locked when access isn't needed to the records;
- archiving information in a secure and accessible way; and
- storing information for the appropriate time as set out in law, and then disposing of it securely.

FHL will keep an individual's information whilst they use FHL's services and for a further seven years from the cessation of those services. At the end of the seven-year period the personal information will be destroyed or identifying details removed.

## Access to personal information

Customers will have access to any personal information collected, and can ask to see this information, with at least five business days' notice.

FHL will decline to provide the information if:

- providing it will put anyone's life or health at risk;
- FHL has not been able to confirm the individual's identity;
- the information is not to be shared by law;
- sharing the information will affect the privacy of others; or
- the information relates to existing or expected legal proceedings.

FHL will take reasonable steps to allow access to personal information in a way that meets the needs of both the customer and FHL and no fee will be charged for this.

If access to personal information is refused, the reason for this will be explained at the time.

When providing access to records, FHL will take care to protect the privacy and confidentiality of others.

Staff members will not access, use, alter or keep information about anyone except when carrying out their official duties.

FHL will store files in such a way that they can only be accessed by staff who need to do this as part of their job.

## Notifiable data breaches

FHL will notify individuals (and the Australian Information Commissioner) if their personal information is involved in a data breach that is likely to result in serious harm.

A data breach occurs when the following three criteria are satisfied:

1. there is unauthorised access to or unauthorised disclosure of personal information, or a loss of personal information, that the organisation holds
2. this is likely to result in serious harm to one or more individuals, and
3. the likely risk of serious harm has not been prevented, even with remedial action.

Should FHL assess that a data breach has occurred and is likely to cause serious harm, the individual impacted will be notified and provided the following:

- a description of the data breach;
- the kind, or kinds, of information concerned; and
- recommendations about the steps they can take in response to the data breach.

A data breach statement will also be provided to the Australian Information Commissioner.

## Complaints process

If an individual wishes to make a complaint about the way FHL has collected, used, held or shared their personal information, you can contact FHL to obtain a copy of the Complaints Policy which outlines the process for managing the complaint.

## Relevant Legislation

- Privacy Act 1988 and amendments

## Related Documents

Procedure/s: Privacy Procedure