

Privacy Policy

Purpose

Foundation Housing Limited (FHL) is committed to protecting the privacy of information collected and used, and complying with the provisions of the *Privacy Act 1988*. **This policy outlines how FHL will manage the privacy rights** of its staff and customers and how it will respond when a potential **privacy** breach occurs.

Definitions

Data Breach means the unauthorised access or disclosure of Personal Information or when Personal Information is lost.

Personal Information means information that reasonably identifies an individual, It does not matter if it is true or not or whether the information or opinion is recorded in a material form or not.

There are many types of personal information; including but not limited to:

- Sensitive Information for example, racial; ethnic origin; religion, sexual orientation, health records criminal records etc.
- Credit Information
- Employee Record information
- Tax file number information

Common examples of Personal Information:

- Information about a person's private or family life
- Information about a person's working habits and practices
- Commentary or opinion about a person

Unsolicited personal information means information that FHL received or collected without taking any action to obtain the information.

Collecting information

FHL will only collect and use Personal Information for its intended purpose. This will be to provide its services, 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.

The types of information collected will depend on what the information is needed for. Generally, the information collected 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);
- Employee Record
- Tax File Number
- Bank Details
- Superannuation information
- interpretation and translation needs; and
- literacy needs.

If bank details are requested from an individual, these will be securely stored..

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 Information when an individual:

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



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 inform the person why the Personal Information needs to be collected and what it will be used for.

If an individual chooses not to provide FHL with required 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 Unsolicited Personal Information will be managed in the same way as any other Personal Information. If the Unsolicited Personal Information isn't needed, it will be destroyed or de-identified.

Using and sharing Personal Information

FHL will use Personal Information for the purpose it was collected 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 consents to the release of the information or if 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 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 anyone believes the Personal Information held about them is not accurate, complete, or up to date, or if there is a change to the information provided to FHL they should request for it to be updated. Personal Information will only be updated when proof of identity has been provided.

Keeping information secure

FHL will take reasonable steps to protect the Personal Information its collection and storage.

Reasonable steps include (but are not limited to):

- 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 Personal Information in a secure and accessible way; and
- storing information for the appropriate time as set in applicable law, and disposing of it securely.

Access to personal information

Upon request, with at least five business days' notice, anyone can request access to their Personal Information held by FHL.

FHL will decline to provide the information if:

- by 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 rights 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 the requester 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 of refusal.

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

FHL will not access, use, alter or keep Personal Information about anyone except when carrying out their official duties and activities.

FHL will store Personal Information in such a way that it can only be accessed and used for its intended purposes.

Notifiable data breaches

A Data Breach occurs when Personal Information has been accessed, disclosed without authorisation or it has been lost.

If you suspect that a data breach occurred, you must as soon as practicable possible submit a completed "Potential Privacy Breach Notification Checklist" to feedback@foundationhousing.org.au. This checklist can be located on the intranet in the Policies & Procedures tab or on the FHL website by clicking on this link - [FHL Website](#).

FHL will notify individuals and the Office of the Australian Information Commissioner (OAIC) if their Personal Information is involved in a Data Breach that is likely to result in serious harm.

A Data Breach will become a Notifiable Data Breach when the following three criteria are met:

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 becomes a Notifiable Data Breach \ 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 OAIC.

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.

Complaints may also be referred to the Offices of the Australian Information Commissioner. For more information, please visit their website

<http://www.oaic.gov.au/privacy/making-a-privacy-complaint>

Relevant Legislation

Privacy Act 1988 and amendments

Related Documents

Supporting Documents

Potential Privacy Breach Notification Checklist