

Privacy Statement

Your Personal Information

CatholicCare Victoria Housing Ltd (CCVH) collects, holds, uses, and discloses personal information to enable us to provide housing and other services for our renters and applicants. This Privacy Statement is a summary of how we handle personal information.

CCVH endorses fair information handling practices and uses information in compliance with its obligations under the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic). As well as Housing Act 1983 (Vic) and the Privacy Act 1988 (Cwth).

Collecting your Personal Information

Generally, we collect personal information about you to help us provide housing or related services. We try to only ask for and collect the information we need. If this information is not provided to CCVH, we may not be able to provide you with the service you want.

We try to only collect your personal information directly from you, but in some situations, we may collect your personal information from other sources to enable us to carry out our legal duties.

We generally only collect sensitive information about you, for example your health information, when we have your consent.

Using and Disclosing your Personal Information

We use your personal information to help us provide you with appropriate and affordable housing services, or to deal effectively with your request or complaint, or to generate de-identified data for internal or government reporting.

We only disclose personal information when it is necessary, and we have the right to do so. CCVH aims to ensure that any personal information is maintained in a secure environment, safe from misuse, loss, unauthorised access, modification, and disclosure.

We generally use or disclose your personal information only for the primary purpose it was collected for. In some situations, we disclose your personal information for a different purpose. Our Privacy Policy explains these situations.

Who will See your Personal Information?

CCVH staff involved in making a housing allocation or managing your tenancy will see your personal information. Your information may be passed between employees of CCVH in the normal course of their duties.

If you make an appeal to the CCVH Board of Directors, your information in relation to the appeal matter will be sent to the Directors.

Under other legislation, CCVH may also be required to release an individual's personal information, in specific circumstances, to Government agencies. For example, CCVH takes part in the Victorian Housing Register. The *Housing Act 1983 (Vic)* allows us in some circumstances to share the personal information of applicants for social housing with other participating registered agencies of the Victorian Housing Register.

Other than the above, no information is disclosed to third parties without your permission.

Is your Personal Information Current and Accurate?

CCVH aims to ensure that the personal information about you is accurate, complete, and up to date. We request and recommend that you:

- keep us informed of any errors in the personal information collected,
- keep us up to date with changes to personal information such as your name, address, telephone number and changes to your personal circumstances.

You can ask for access or correction by contacting us, and we will respond within 30 days. We will take reasonable steps to correct information we agree is incorrect.

What if you Want Someone Else to Act on your Behalf?

If you intend to use an advocate or another person to make enquiries about your tenancy on your behalf, you will need to give them written permission. You can do this by filling in the Authority to Release Information Form or writing to us. Each person in the household is required to fill in a separate form if they would like someone else to contact us on their behalf.

How to Make a Privacy Complaint

If you make a written complaint to us about how we have handled your personal information, we will respond within 30 days to explain what action we will take. If you disagree with our response, you can ask for a formal review, or you can make an appeal to the Office of the Australian Information Commissioner.

More Information

For full details on CCVH Privacy refer to the following *Tenancy Privacy Policies* section

If you have any questions about the information contained in this Privacy Statement or other related housing matters, please contact CatholicCare Victoria Housing Ltd:

Office address: 4-6 Peel Street Nth, Bakery Hill VIC 3350
Opening hours: Monday to Friday from 9.00am to 5.00pm
Phone: (03) 4344 4501
Email: info@cchousing.com.au