



Ecclesia Housing Limited

Your Personal Information & Privacy Information Sheet

Current as of: September 2016

Introduction

This Information Sheet tells you how your personal information is collected and used by us. It explains when we may share it with third parties.

Why and when your consent is necessary

When you apply to Ecclesia Housing to be considered as a tenant, you give consent for our staff to access and use your personal information. They need to do this so they can provide you with the best possible service. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

At Ecclesia Housing we need to collect your personal information to provide accommodation services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your tenancy. We also use it for directly related business activities, such as initial and on-going assessments of your eligibility for social housing, practice audits and accreditation, and business processes (eg staff training).

We keep your information for a period of time after you stop being a tenant of Ecclesia Housing. The time that we keep your information depends on the relevant laws or regulations. We do not keep information if it not required by law.

What personal information do we collect?

The information we will collect about you includes:

- names, date of birth, addresses, contact details
- disability and health information; previous accommodation information
- income, employment details
- support services

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Ecclesia Housing will collect your personal information:

1. When you make your first application to Ecclesia or we receive a completed Nomination Form from a service provider
2. During the course of providing accommodation services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - Centrelink
 - Your guardian or responsible person; your service provider
 - Employers, real estate agencies

Who do we share your personal information with?

We sometimes share your personal information:

- with third parties who work with our organisation for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and our policy
- when it is required or authorised by law (eg NSW Civil and Administrative Tribunal - NCAT)
- for the purpose of confidential dispute resolution process

Only people that need to access your information will be able to do so. Other than in the course of providing accommodation services or as otherwise described in our policy, Ecclesia Housing will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Ecclesia Housing will not use your personal information for marketing any of goods or services.

Reporting to Family and Community Services (FACS), the Registrar of Community Housing (Registrar), and Commonwealth Department of Social Security (DSS).

Regularly, Ecclesia Housing is required to provide reports to FACS, the Registrar, and DSS. These reports contain de-identified personal information. This information cannot be linked to you or with anyone associated with you.

How do we store and protect your personal information?

Your personal information may be stored at our Office or archive storage in various forms.

- Paper files and documents
- Electronic files and records



- In mobile phones and tablet devices

Ecclesia Housing stores all personal information securely.

- Documents and files are stored in locked filing cabinets. Only Ecclesia Housing staff can access the documents.
- Electronic files, in computers, mobile phones, and tablets, are password protected. Backups are securely stored in off-site locations. The organisation that manages our electronic backups complies with our privacy policies.

How can you access and correct your personal information at Ecclesia housing?

You have the right to request access to, and correction of, your personal information.

Ecclesia Housing acknowledges tenants and household members may request access to their records. We require you to put this request in writing: You may send your request in the following ways:

- Email
- Fax
- Post
- Hand delivery.

We will respond within 30 days.

Requests to change information must be made to the General Manager Housing.

There is no charge to make a request to correct your information. There is no charge for Ecclesia to change or update your information.

How can you lodge a privacy related complaint, and how will the complaint be handled by Ecclesia Housing?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

You may send your request in the following ways

- Email
- Fax
- Post
- Hand deliver

We will commence our review within 7 days. Please address your complaint to the General Manager Housing.

Privacy and our website

Ecclesia Housing operates an internet website. For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This information is used solely internally for the purpose of gauging visitor traffic, trends



and delivering personalized content to you while you are at this Site.

From time to time, we may use visitor information for new, unanticipated uses not previously disclosed in our privacy notice.

Changes to our Privacy practices

If our information practices change at some time in the future, we will use collected information for these new purposes only. Data collected from the time of the policy change will adhere to our updated practices.

