

NATIONAL HOUSING GROUP (NHG) PRIVACY POLICY - ACKNOWLEDGMENT AND CONSENT

Privacy Statement

NHG respects the privacy of its clients and abides by The Australian Privacy Principles (APP) which includes:

- a. Disclosing the kinds of information that the entity collects and holds;
- b. How the entity collects and holds personal information;
- c. The purposes for which the entity collects, holds, uses and discloses personal information;
- d. How an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- e. How an individual may complain about a breach of the Australian Privacy principles that binds the entity, and how the entity will deal with such a complaint; and
- f. Whether the entity is likely to disclose personal information to overseas recipients.

Collection & Purpose of Information

NHG collects and administers personal information of tenants for a variety of purposes including but not limited to;

1. ensuring applicants, tenants and staff can be contacted
2. assist NHG, State and/or Federal Government to find out who is accessing its services to direct resources to areas of need and improve its services
3. ensuring applicants are eligible for their housing programs
4. calculating rental levels
5. ensuring proposed rent levels are manageable
6. assisting NHG, State and/or Federal Government to conduct research and report its performance under relevant programs
7. understanding special requirements
8. ensuring appropriate employment conditions are met
9. assess eligibility for one or a number of NHG, State and/or Federal Government programs administered either jointly or exclusively, including but limited to;
 - ✓ housingKONECT
 - ✓ Homes & Gardens
 - ✓ Healthy Homes
 - ✓ UniDesign
 - ✓ Bond Assistance Loans
 - ✓ Upfront Rent Assistance Loans
 - ✓ Private Rental Aboriginal Assistance loans
 - ✓ Tenancy Facilitation
 - ✓ Private Rental Brokerage Service
 - ✓ Tenancy Guarantee
 - ✓ Crisis and Emergency Accommodation
 - ✓ Social housing, Including;
 - Public housing
 - Aboriginal Housing
 - Community Housing
 - ✓ Link2home
 - ✓ Centrelink Rent Assistance
 - ✓ National Rental Affordability Scheme
 - ✓ Service Worker Housing
 - ✓ Government Employee Housing
 - ✓ Concessions relating but not limited to;
 - telephone allowance
 - utilities allowance
 - essential medical equipment payment
 - a one-off crisis payment
 - rates and emergency services levies
 - utility bills
 - public transport
 - funeral assistance
 - ✓ Tenancy Counselling and Advice, Including;

- advice, support and advocacy to secure accommodation
- information, advice and referral to other services that may be able to help

NHG will ensure that we will only collect personal information directly relevant to providing our services. This includes but is not limited to;

- ✓ contact details
- ✓ personal identifiers (such as D.O.B and Drivers License No.)
- ✓ previous tenancy details
- ✓ emergency contacts
- ✓ references
- ✓ the length of your lease
- ✓ the number of occupants in your dwelling
- ✓ the ages of occupants
- ✓ the composition of the household
- ✓ sources and details of income earned
- ✓ occupation details

Release of personal information

NHG will only use or disclose personal and/or health information for the purpose for which it has been collected (or another purpose that is directly related to the purpose for which it was collected), unless:

1. The client has consented to its use or disclosure for another purpose.
2. NHG has reasonable grounds to believe that it is necessary to lessen or prevent a serious and imminent threat to the life, health or safety of a client, or of someone else, or, lessen or prevent a serious threat to public health or safety.

Working with Governments, Agencies and other Service Providers

Working with Government Departments and other Agencies

Many NHG clients have dealings with other agencies, including government and non-government agencies and support groups. An interagency approach is often essential when working with clients, particularly when ensuring the safety, welfare or wellbeing of the elderly, a child or young person. NHG will be required, from time to time, to provide your personal information to Government departments, other Service Providers, Agencies and their researchers for a number of purposes. These include but are not limited to, assessing eligibility and understanding who is using the services to conduct reporting and assist in the efficient allocation of resources.

NHG cooperates with these government departments and agencies to facilitate program administration and compliance, and to seek the best outcomes for the client. We will also make our clients aware of the services provided by these agencies and groups where appropriate.

Working with the Police

NHG aims to assist the Police to maintain law and order in and around tenancies managed by NHG, and develop and implement crime prevention and community safety strategies.

When appropriate, NHG will:

- ✓ Provide information that the Police need in order to carry out their duties, for example, to investigate a criminal activity or to manage a serious incident that threatens life or property.
- ✓ Cooperate with the Police to investigate a crime or offence alleged to have occurred within premises/tenancies managed by NHG.
- ✓ Seek information from the Police if an offence is related to a tenancy matter alleged to have occurred within premises/tenancies managed by NHG.

Working with Health Departments, Agencies, Support Workers and Carers

When a client's application for housing assistance is supported by a Mental Health Service, NHG must be given sufficient information to accurately assess the person's housing needs.

If tenancy issues, such as arrears, property damage or nuisance and annoyance matters cannot be resolved directly with the client because of their state of mental health, NHG may ask its partner agencies to provide assistance to resolve the matter. Clients suspected of having a mental illness that is likely to put their tenancy at risk may be referred to assist in remedying the situation.

Confidentiality will be fully respected and any exchange of information will be provided in accordance with specified and agreed privacy protocols.

Use of Personal Information for Direct Marketing

NHG will not release personal contact details to un-related organisations, nor will we use personal information, for direct marketing purposes unless it relates specifically to the business connection with the tenant. In this case NHG will use personal email addresses and other electronic media for communication to tenants and support partners in relation to their tenancy or service.

Quality of Personal Information

NHG will take reasonable steps to make sure that personal information it collects, uses, or discloses is accurate, complete and, where necessary or relevant, up to date.

Security of Personal Information

NHG will take reasonable steps to protect the personal information it collects in both paper and computer form from misuse and loss as well as from unauthorized access, modifications and disclosure.

Reasonable steps include:

- a) Ensuring the identity of any individual wishing to access personal information
- b) Implementing computer system safeguards including password protection and rules of user access
- c) Monitoring computer information systems to test and evaluate data security in line with the appropriate industry standards
- d) Provision of lockable physical security for paper records
- e) Ensuring that information is transferred securely

- f) Archiving information in a secure and accessible manner
- g) Storing material for a legal period and then disposing of it securely
- h) Ensuring there is reasonable physical security in NHG's offices

Complaints and Appeals

Any tenant who believes that NHG has not complied with this policy can either complain using the complaints policies or can contact the Privacy Commissioner.

Openness

NHG will make publically available its privacy and confidentiality policy.

Access to Personal Information

Tenants and staff may request access to their own personal information contained in NHG records. Such request is to be in writing. There will be no charge for providing the information. NHG will consider such requests favourably unless any of the following situations apply:

- a) Access will pose a serious threat to life or health of any individual
- b) The identity of the person making the request has not been verified
- c) Withholding access as required by law
- d) The request is frivolous or vexatious
- e) The privacy of others may be affected
- f) Specific business imperatives and occasions relating to law enforcement or other public interest matters
- g) Information relates to existing or anticipated legal proceedings
- h) The identity of the person requesting access to information must be verified.

NHG will decide on the most appropriate format and the manner in which to present the information. Access will generally be granted within 14 days of the request

PRIVACY ACKNOWLEDGMENT AND CONSENT

NHG respects the privacy of its clients and abides by The Australian Privacy Principles (APP). I/we acknowledge and consent to NHG's collection, use and disclosure of my/our personal and housing related information in accordance with the Australian Privacy Principles (APP) and policy outlined above. I/we understand that if consent is not given by the relevant person(s), NHG may be unable to provide those persons with the required housing, assistance or service sought or applicable.

SIGNATURE

Name
 Signature
 Address
 Date

SIGNATURE *(second signatory if required)*

Name
 Signature
 Address
 Date