



## THE HAVEN FOUNDATION

### PRIVACY POLICY

#### **Purpose**

THF is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

The purpose of this document is to provide a framework for dealing with privacy considerations.

#### **Basis for Policy**

To ensure compliance with the Information Privacy Act 2000, the Health Records Act 2001, and to meet the expectations of the Performance Standards established under Section 93 of the Housing Act 1983.

#### **Policy**

THF collects and administers a range of personal information for the purposes of:

- Administering rental payments and obligations;
- Employing staff; and
- In the course of its activities, generally.

THF is committed to protecting the privacy of personal information it collects, holds and administers.

THF recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

THF is bound by Victorian Privacy Laws, the Information Privacy Act 2000, as well as other laws, which impose specific obligations when it comes to handling information. THF has adopted the respective Privacy Principles contained in the Victorian Privacy Laws as minimum standards in relation to handling personal information.

In broad terms this means that we:

- Collect only information which the organisation requires for its primary functions;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

THF will adhere to the Procedures outlined below.

## **Procedures**

### **Collection**

THF will only collect information that is necessary for the performance and primary function of THF.

- (a) THF collects information from applicants for housing, including:

Name, address and contact details, age and gender, family member details, employment and income details, bank account details, personal asset information, nationality or indigenous status information, disability and or other health details.

- (b) THF also assesses information direct from Centrelink relating to members' income (and discloses information to Centrelink relating to changes in rents assessed).
- (c) THF also collects information on staff for employment purposes in quotations and submissions from contractors.

### **Use and Disclosure**

*THF will:*

- Only use or disclose information for the primary purpose for which it was collected (that is for the calculation of household rental), or a directly related secondary purpose (being for Government statistical and performance monitoring purposes).
- For any other purposes, THF will obtain written consent from the affected person.
- Only use or disclose non-personal information for purposes connected with processing requests for services.
- Not use or disclose any details of staff members other than as required in connection with their employment or as required by law.

### **Data Quality**

THF will:

- Take reasonable steps to ensure the information we collect is accurate, complete, up-to-date, and relevant to the functions we perform.

### **Data Security and Retention**

THF will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Ensure tenants' personal information is secure and is only accessible by the CEO and rental management staff.
- Only destroy records in accordance with relevant laws. Typically, all information on individuals will be destroyed five years after the cessation of their membership.

### **Openness**

THF will ensure that stakeholders are aware of THF's Privacy Policy and its purposes.

### **Access and Correction**

THF will:

- Ensure tenants have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up-to-date.

### **Anonymity**

THF will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.
- Assign a random number to tenants, which will normally be the only point of reference regarding the routine discussion of rental arrears and maintenance issues.

### **Making information available to other service providers**

THF:

- Can only release personal information about a person with that person's expressed permission. For personal information to be released, the person concerned must sign a release form.
- Can release information to third parties where it is requested by the person concerned.

### **Complaints**

If any person believes their privacy has been breached, or they consider access to their personal information has been denied unreasonably, they should:

1. Lodge a writing complaint with the Chairman of the Board; if still not satisfied
2. Lodge a compliant with or contact the:

Victorian Privacy Commissioner  
Level 11, 10-16 Queen Street  
Melbourne Vic 3000  
Ph: 1300 666 444 or 8619 8719

### **Responsibilities**

THF's staff are responsible for the adoption and implementation of this policy.