

Hume Housing is required by the *Privacy Act 1988* (Commonwealth) to comply with the Australian Privacy Principles (APPs) (subject to the other provisions of the Privacy Act). The APPs regulate the manner in which personal information is handled throughout its lifecycle, from collection to use and disclosure, storage, accessibility and disposal.

1.0 Purpose

- 1.1 To explain how Hume Housing manages personal customer information obtained.
- 1.2 Enhance the transparency of Hume Housing operations.

2.0 Scope

This policy applies to all functions, operations and activities of Hume Housing and all employees, Directors, contractors involved in the delivery of Hume Housing functions, operations and activities.

2.1 Strategic Alignment

Goal 1 - Customer Focused, Customer Driven

Goal 5 - Governance and Leadership

Goal 6 – Efficient Organisation, Effective Organisation (Reaching our potential)

3.0 References

3.1 Privacy and Personal Information Act 1988

3.2 Privacy Amendment (Enhancing Privacy Protection) Act 2012

3.3 Australian Privacy Principles (APPs)

3.4 Children and Young Persons (Care and Protection) Act 1998

3.5 Definitions

- i. Customer: means a tenant, resident or participant in a program or service.
- ii. Customer information: Information or an opinion (including written and verbal information or an opinion forming part of a data base) whether it is true or not, written or verbal material or about an individual who can be identified from the information or opinion.
- iii. Personal information: Information Hume Housing may collect including names, addresses, email addresses, bank details, phone and facsimile numbers.

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- iv. Sensitive information: Information or opinions which may include an individual's racial or ethnic background, religious or philosophical beliefs, employment record, criminal record or health/medical information.
- v. Employee: Reference that includes paid employees, volunteers and students on placement.
- vi. Contractors: Third party worker engaged to complete work at any Hume Housing property.
- vii. Subpoena: court issued command for an individual or organisational representative to appear before the court or to provide specific evidence e.g. customer file. Failure to obey a subpoena without good reason can result in either, a warrant issued for arrest, liability for costs or any penalties imposed by the courts.

4.0 Policy

- 4.1 All Hume Housing services will comply with the APPs which regulate how this organisation may collect, use, disclose and store personal information and how individuals may access and correct personal information held by Hume Housing.
- 4.2 Hume Housing is committed to protecting customer privacy. Hume Housing will only use information that relates to Hume Housing functions, operations or activities.

5.0 Privacy Principles

Part 1 – Consideration of Personal information privacy

5.1 Principle 1: Open and transparent management of personal information

Hume Housing collects and handles a range of personal information for the purpose of providing services or complies with legislative functions. A copy of Hume Housing Privacy Policy is available on the website or in a hard copy form which can be picked up at any Hume Housing Office free of charge.

5.2 Principle 2: Anonymity and Pseudonymity

It is impracticable for Hume Housing to deal with customers anonymously. However in some circumstances, Hume Housing may offer customers access to information without the customer having to identify themselves.

Information received from customers about other customers, for example,

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anti-social behaviour reports or complaints, may also be received anonymously.

Part 2 – Collection of personal information

5.3 Principle 3: Collection of personal information.

Hume Housing uses and collects information relating to our functions, operations or activities. This includes;

- To provide services
- To assist employees in providing services to customers
- For administrative requirements
- For legislative requirements including providing data to Government agencies at all levels
- To provide information to Hume Housing support partners and health providers who provide necessary follow up and ongoing services to Hume Housing customers
- For department reporting requirements.

Hume Housing may receive information collected from support partners, health providers or other agencies so that we can provide follow up or ongoing services. Hume Housing will collect personal information about a customer or applicant only if;

- i. The individual consents to the collection of the information is obtained.
- ii. It is unreasonable or impracticable to do so.

Sensitive Information

Hume Housing does not collect sensitive information, unless it is specifically relevant and necessary for the purpose of Hume Housing’ functions, operations or activities, and an individual’s express consent is first obtained.

Such functions, operations or activities may include:

- i. providing customers with translation services;
- ii. conducting survey’s on tenant satisfaction;
- iii. providing supported or priority housing;
- iv. ensuring Hume Housing staff respect the religious and cultural customs of Customers when entering properties for inspections;

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All sensitive information that is collected is to be managed in accordance with this policy.

5.4 Principle 4: Dealing with unsolicited personal information (not requested).

Hume Housing will determine whether or not the information could be unsolicited information. If it is determined that Hume Housing does not require the information, the information will be destroyed as soon as practical or ensure that the information is de-identified.

5.5 Principle 5: Notification of the collection of personal information.

Hume Housing must take reasonable steps to notify customers or ensure that the customer is aware that personal information is being collected about the customer using the Form – Disclosure Consent.

Part 3 - Dealing with personal information.

5.6 Principle 6: Use or disclosure of personal information.

Hume Housing will only hold personal information about a customer that is collected for a particular purpose (the primary purpose). Hume Housing will not use or disclose the information for any other purpose (the secondary purpose) unless:

- i. Where customers consent to the use or disclosure to the third party (support partners).
- ii. Where required or authorised by Australian Law, or a court/tribunal order (e.g. subpoena/NCAT).
- iii. Hume Housing reasonably believes that the use or disclosure is necessary to prevent: serious impact to customer’s life, health or safety or a serious threat to public health and safety.

5.7 Principle 7: Direct marketing.

Hume Housing will not use or disclose personal information for the purpose of direct marketing.

5.8 Principle 8: Cross-border disclosure of personal information.

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Hume Housing will take reasonable steps, in the circumstances, to protect any information transferred or stored outside Australia to ensure that the overseas recipient does not breach Australian privacy laws in relation to the personal information ('reasonable steps')

However, the reasonable steps may not apply if Hume Housing reasonably believes that:

- i. the recipient of the information is subject to laws that has the effect of protecting information in a similar way to the APPS; and
- ii. There are mechanisms that an individual can access in that overseas country to enforce their rights for any breaches of privacy of their personal information.

5.9 Principle 9: Adoption, use or disclosure of government related identifiers.

Hume Housing will not use an Australian Government identifier for any customer as its own. However, Hume Housing will record government identifiers such as; Centrelink Reference Number (CRN) in order for Hume Housing to fulfil its obligations to Centrelink.

Part 4 – Integrity of personal information.

5.10 Principle 10: Quality of personal information.

Hume Housing will take reasonable steps to ensure that personal information is accurate complete and up-to-date.

5.11 Principle 11: Security and personal information.

Hume Housing will take reasonable steps to protect information from misuse, interference, loss and unauthorised access, modification or disclosure. These steps include password protection for accessing our electronic IT system, securing paper files in locked cabinets and physical access restrictions.

Part 5 – Access to and correction of personal information.

5.12 Principle 12: Access to personal information.

Customers have a right, on request, to access their own personal information held by Hume Housing unless:

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- i. Hume Housing believes access would pose a serious impact to customer’s life, health or safety or a serious threat to public health and safety;
- ii. Giving access would have an unreasonable impact on the privacy of other individuals;
- iii. Information relates to existing or anticipated legal proceedings
- iv. Giving access would be unlawful;
- v. Denying access is required or authorised by or under Australian law or a court/tribunal order;
- vi. Hume Housing has reason to suspect that the information will be used for unlawful activities or misconduct of a serious nature;
- vii. Giving access would be likely to prejudice one or more enforcement bodies;
- viii. Giving access would reveal evaluative information generated within Hume Housing in connection with a business sensitive decision making process;

Hume Housing will respond to a request for access to personal information within 30 days after the request has been made.

If Hume Housing does not agree to provide access to personal information or amend personal information held for reasons noted above, customers can appeal Hume Housing’s decision as per Policy & Procedure – Appeals.

5.13 Principle 13: correction of personal information

Hume Housing will take reasonable steps to correct information to ensure it is up to date, complete, relevant and not misleading. These steps include maintaining and updating personal information when we are advised by individuals that their personal information has changed, and at other times as necessary.

5.14 Content to use images

- a. Hume Housing will obtain consent for any images of customers taken for promotional purposes. Customers will be asked to sign a Form – Disclosure Consent which will also contain detail about the purposes for which the photograph or video footage will be used.

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- b. In cases where it is difficult to gain informed consent for the intention of taking photographs or video footage at a large event, services may consider giving notice to people attending the function that photographs or video footage will be taken and used for specified purposes. Hume Housing respects individual privacy and will allow an attendee to make arrangements if they are sensitive to the use of their image.
- c. Hume Housing will take special care in the publication of photographs or video/DVD images of children. Hume Housing will seek consent of the child's parent or legal guardian in relation to photographs or video/DVD footage of persons under the age of 18.

5.15 Placements and Volunteers.

All students or volunteer who wish to complete their placement at Hume Housing must comply with privacy principles and agree to sign a Confidentiality Agreement. Each participant is required to sign a Form – Disclosure Consent prior to participation.

Students looking to complete their placement at Hume Housing are also required to submit a proposal regarding their placement and must include their practice regarding privacy.

5.16 Contractors.

All Contractors who wish to work directly or indirectly for Hume Housing must comply with Hume Housing's privacy principles and agree to sign a Confidentiality Agreement, prior to commencement of works on any Hume Housing common area, property or office.

5.17 Disposal and Retention of personal information.

All documents and information containing personal information will be retained, disposed and stored as per the Policy - Document Control.

5.18 Complaints

All privacy complaints should be addressed to the Risk and Quality Assurance Manager and will be handled as per the Policy & Procedure – Complaints.

6.0 Responsibilities

6.1 Board is responsible for ensuring this policy is developed

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- 6.2 CEO is responsible for ensuring this policy is regularly reviewed
- 6.3 Managers are responsible for ensuring that this policy is implemented
- 6.4 Employees are responsible to ensure that they comply with this policy
- 6.5 Quality Assurance and Compliance Coordinator is responsible to review this policy as per the Policy and Procedure Review Schedule.

7.0 Relevant Documents

- 7.1 Form – Disclosure Consent.
- 7.2 Form- Publication Consent
- 7.3 Form - Confidentiality Agreement
- 7.4 Policy & Procedure – Complaints
- 7.5 Policy & Procedure – Appeals.
- 7.6 Policy – Document Control

8.0 Summary of Changes

Version Nr.	Date:	Details of Changes
001	18/03/2013	Initial Issue
002	16/12/2015	Reviewed as part of annual review on 16/12. Updated that all complaints be addressed to Risk and Quality Assurance Manager. Removed 'Form-Consent for the use of images' from and changed to 'Form-Publication Consent' in 'Relevant documents' section.

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