

# Our Privacy Statement

## Your personal information

HousingFirst Ltd collects, holds, uses and discloses personal information to enable us to provide housing and other services for our tenants and applicants.

This Privacy Statement is a summary of how we handle personal information.

Our main Privacy Policy provides more detail on how we comply with the *Privacy Act 1988 (Cth)*. It is available on our website, or on request.

## What if you want someone else to act on your behalf?

If you intend to use an advocate or another person to make enquires 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.

# Need more information?

Interpreter services available for a range of languages

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

**Office address:**  
Suite 3.01, Level 3, 492 St Kilda Road  
Melbourne, VIC 3004

**Opening hours:**  
Monday to Friday  
9.00am to 4.30pm

**P** 03 9534 5837  
**E** [info@housingfirst.org.au](mailto:info@housingfirst.org.au)  
**www.housingfirst.org.au**

**HousingFirst** 

**Your  
Privacy  
Matters**





## 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's necessary and we have the right to do so. HousingFirst 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 main Privacy Policy explains these situations.

## Collecting your personal information

Generally, we collect personal information about you to help us provide a housing or related service. We try to only ask for and collect the information we need.

If this information is not provided to HousingFirst, 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 also collect personal information through our website and social networking services such as Twitter.

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

Where possible, we will allow you to interact with us anonymously or using a pseudonym.

## Who will see your personal information?

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

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

Under other legislation, HousingFirst may also be required to release an individual's personal information, in specific circumstances, to Government agencies. For example, HousingFirst 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 above, no information is disclosed to third parties without your permission.

## Is your personal information current and accurate?

HousingFirst 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.

## 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 by HousingFirst's Privacy Officer or you can make an appeal to the Office of the Australian Information Commissioner.

