



1.04 HAAG Privacy Policy

INTRODUCTION

The Committee of Management of Housing for the Aged Action Group 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.

PURPOSE

The purpose of this document is to provide a framework for Housing for the Aged Action Group in dealing with privacy considerations.

POLICY

Housing for the Aged Action Group collects and administers a range of personal information for the purposes of providing housing information and support. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Housing for the Aged Action Group recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on the one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies and also reflected in our Privacy Policy, which is compliant with the Privacy Act 1988 (Cth).

Housing for the Aged Action Group is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

Housing for the Aged Action Group will

- Collect only information which the organisation requires for its primary function;
- 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.



Privacy Procedures

Responsibilities

Housing for the Aged Action Group Committee of Management is responsible for developing, adopting and reviewing this policy.

Housing for the Aged Action Group's co-managers are responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

Processes

Collection

Housing for the Aged Action Group will:

- Only collect information that is necessary for the performance and primary function of Housing for the Aged Action Group.
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.
- Collect personal information from the person themselves wherever possible.
- If collecting personal information from a third party, be able to advise the person whom the information concerns, from whom their personal information has been collected.
- Collect Sensitive information only with the person's consent. (Sensitive information includes health information and information about religious beliefs, race, gender and others).
- Determine, where unsolicited information is received, whether the personal information could have collected it in the usual way, and then if it could have, it will be treated normally. (If it could not have been, it must be destroyed, and the person whose personal information has been destroyed will be notified about the receipt and destruction of their personal information).

Use and Disclosure

Housing for the Aged Action Group will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, Housing for the Aged Action Group will obtain consent from the affected person.
- In relation to a secondary purpose, use or disclose the personal information only where:
 - a secondary purpose is related to the primary purpose and the individual would reasonably have expected us to use it for purposes;
 - or

- the person has consented; or
- certain other legal reasons exist, or disclosure is required to prevent serious and imminent threat to life, health or safety.
- In relation to personal information which has been collected from a person, use the personal information for direct marketing, where that person would reasonably expect it to be used for this purpose, and Housing for the Aged Action Group has provided an opt in .
- In relation to personal information which has been collected other than from the person themselves, only use the personal information for direct marketing if the person whose personal information has been collected has consented
- State in Housing for the Aged Action Group's privacy policy whether the information is sent overseas and further will ensure that any overseas providers of services are as compliant with privacy as Housing for the Aged Action Group is required to be.
- Provide all individuals access to personal information except where it is a threat to life or health or it is authorized by law to refuse and, if a person is able to establish that the personal information is not accurate, then Housing for the Aged Action Group must take steps to correct it. Housing for the Aged Action Group may allow a person to attach a statement to their information if Housing for the Aged Action Group disagrees it is inaccurate.
- Where for a legal or other reason we are not required to provide a person with access to the information, consider whether a mutually agreed intermediary would allow sufficient access to meet the needs of both parties.
- Make no charge for making a request for personal information, correcting the information or associating a statement regarding accuracy with the personal information.

Storage at Housing for the Aged Action Group

- Implement and maintain steps to ensure that personal information is protected from misuse and loss, unauthorized access, interference, unauthorized modification or disclosure.
- Before Housing for the Aged Action Group discloses any personal information to an overseas recipient including a provider of IT services such as servers or cloud services, establish that they are privacy compliant. Housing for the Aged Action Group will have systems which provide sufficient security.
- Ensure that Housing for the Aged Action Group data is up to date, accurate and complete.

Destruction and de-identification by Housing for the Aged Action Group

- Destroy personal information once is not required to be kept for the purpose for which it was collected, including from decommissioned laptops and mobile phones.
- Change information to a pseudonym or treat it anonymously if required by the person whose information Housing for the Aged Action Group holds and will not use any government related identifiers unless they are reasonably necessary for our functions.

Data Quality

Housing for the Aged Action Group 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

Housing for the Aged Action Group will:

- Only destroy records in accordance with the organisation's Records Management Policy.

Openness

Housing for the Aged Action Group will:

- Ensure stakeholders are aware of Housing for the Aged Action Group's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

Access and Correction

Housing for the Aged Action Group will:

- Ensure individuals 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

- Allow people from whom the personal information is being collected to not identify themselves or use a pseudonym unless it is impracticable to deal with them on this basis.

Making information available to other organisations

Housing for the Aged Action Group can:

- Release information to third parties where it is requested by the person concerned and when the person explicitly consents to their information being shared with the third party

Related documents

- Authority to Release Information Form
- SHIP Privacy information card
- Confidentiality Agreement
- Client Rights, Responsibilities and Privacy brochure
- Records management policy

PRIVACY POLICY – FOR EXTERNAL USE/PRIVACY ACT COMPLIANCE

PRIVACY POLICY

Your privacy is important

This statement outlines the Housing for the Aged Action Group's policy on how the Housing for the Aged Action Group uses and manages personal information provided to or collected by it.

The Housing for the Aged Action Group is bound by the Australian Privacy Principles contained in the Commonwealth Privacy Act and is compliant with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. In relation to health records, the Housing for the Aged Action Group is also bound by the Victorian Health Privacy Principles which are contained in the Health Records Act 2001.

The Housing for the Aged Action Group may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to the Housing for the Aged Action Group's operations and practices and to make sure it remains appropriate to the changing legal environment.

What kind of personal information does the *Housing for the Aged Action Group* collect and how does the *Housing for the Aged Action Group* collect it?

The type of information the Housing for the Aged Action Group collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Your income and assets.
- Your housing situation.
- Your health.

Personal Information you provide:

The Housing for the Aged Action Group will generally collect personal information held about an individual by way of telephone, forms and face-to-face meetings. You do have the right to seek to deal with us anonymously or using a pseudonym, but in almost every circumstance it will not be practicable for us to deal with you or provide any services to you except for the most general responses to general enquiries, unless you identify yourself.

Personal Information provided by other people:

In some circumstances the Housing for the Aged Action Group may be provided with personal information about an individual from a third party, for example, a family member or other service provider.

In relation to employee records:

Under the Privacy Act the Australian Privacy Principles do not apply to an employee record. As a result, this Privacy Policy does not apply to the Housing for the Aged Action Group's treatment of an employee record. However, the Housing for the Aged Action Group must

provide access and ensure compliance with the Health Privacy Principles under the Victorian Health Records Act 2001.

How will the Housing for the Aged Action Group use the personal information you provide?

The Housing for the Aged Action Group will use personal information it collects from you for the purpose of employment, and for such other secondary purposes that are related to your employment and reasonably expected, or to which you have consented.

Job applicants, staff members and contractors:

In relation to personal information of job applicants, staff members and contractors, the Housing for the Aged Action Group's primary purpose of collection is to assess and (if successful) to engage the applicant, staff member or contractor, as the case may be.

The purposes for which the Housing for the Aged Action Group uses personal information of job applicants, staff members and contractors include:

- for insurance purposes;
- for occupational health and safety;
- to satisfy the Housing for the Aged Action Group's legal obligations,

Where the Housing for the Aged Action Group receives unsolicited job applications these will usually be dealt with in accordance with the unsolicited personal information requirements of the Privacy Act.

Volunteers:

The Housing for the Aged Action Group also obtains personal information about volunteers who assist the Housing for the Aged Action Group in its functions.

Who might the *Housing for the Aged Action Group* disclose personal information to?

The Housing for the Aged Action Group may disclose personal information, including sensitive information, held about an individual to:

- government departments;
- people providing services to the Housing for the Aged Action Group, and
- anyone you authorise the Housing for the Aged Action Group to disclose information to.

Sending information overseas:

The Housing for the Aged Action Group will not send personal information about an individual outside Australia without:

- obtaining the consent of the individual (in some cases this consent will be implied); or
- otherwise complying with the Australian Privacy Principles or other applicable privacy legislation.

We do not use overseas providers of IT services including servers and cloud services.

How does the *Housing for the Aged Action Group* treat sensitive information?

In referring to 'sensitive information', the Housing for the Aged Action Group means:

“information relating to a person’s racial ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences or criminal record, that is also personal information; and health information about an individual”.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or the use or disclosure of the sensitive information is allowed by law.

Management and security of personal information

The Housing for the Aged Action Group’s staff are required to respect the confidentiality of personal information and the privacy of individuals.

The Housing for the Aged Action Group has in place steps to protect the personal information it holds from misuse, loss, unauthorised access, modification, interference or disclosure by use of various methods including locked storage of paper records and passworded access rights to computerised records.

Updating personal information

The Housing for the Aged Action Group endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by the Housing for the Aged Action Group by contacting Housing for the Aged Action Group at any time.

The Australian Privacy Principles and the Health Privacy Principles require the Housing for the Aged Action Group not to store personal information longer than necessary. In particular, the Health Privacy Principles impose certain obligations about the length of time health records must be stored.

You have the right to check what personal information the Housing for the Aged Action Group holds about you.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which the Housing for the Aged Action Group holds about them and to advise the Housing for the Aged Action Group of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information the Housing for the Aged Action Group holds about you, please contact the co-managers in writing.

The Housing for the Aged Action Group may require you to verify your identity and specify what information you require. Although no fee will be charged for accessing your personal information or making a correction, the Housing for the Aged Action Group may charge a fee to retrieve and copy any material. Housing for the Aged Action Group If the information sought is extensive, the Housing for the Aged Action Group will advise the likely cost in advance.

How long will the Housing for the Aged Action Group keep my information?

Under our destruction and de-identification policies, your personal information that is no longer required will be de-identified or destroyed. In many circumstances, however it will be kept for marketing purposes, as you will have consented to that in writing with us.

Enquiries and privacy complaints

If you would like further information about the way the Housing for the Aged Action Group manages the personal information it holds, please contact the Privacy Officer. If you have any concerns, complaints or you think there has been a breach of privacy, then also please contact the co-manager who will first deal with you usually over the phone. If we then have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- email: enquiries@oaic.gov.au
- tel: 1300 363 992
- fax: +61 2 9284 9666