

Brisbane Housing Company Limited PRIVACY POLICY

Under current legislation, BHC are required to provide you with its Privacy Policy. We encourage you to read this, to ensure you are aware of how we protect the personal information you provide to us.

PRIVACY POLICY

At Brisbane Housing Company Pty Ltd we aim to provide you with the best possible service and in doing so we are committed to protecting your privacy.

Can you access the personal information we hold about you?

When you apply for a tenancy with the BHC or one of its agents, you will need to provide us with personal details including:

- Identification details such as your name, date of birth, gender, address (email, mailing address), contact numbers.
- Tenancy related information such as rental history, current form of residency.
- Income related information such as occupation details, centrelink payments, salary information and other relevant information.

We need your identification details to process your tenancy application, manage your tenancy, ensure that you are receiving good service from the BHC, its agents and to provide you with information about BHC from time to time.

We need the Tenancy and income related information so that your eligibility for housing can be assessed.

How do we collect personal information?

We collect information about you through your tenancy application form and through other contact. Some information can be provided by you over the telephone.

If you make an application for tenancy, most of the information about the tenancy is collected from you directly, but information may also be collected through your employer, Centre Link and Department of Housing. New applicants are asked to give their consent to information being collected from these sources if they wish to make an application for tenancy.

How do we use information we collect?

Generally we only use personal information that we collect from you for the purpose of managing your tenancy with BHC.

We may also use the personal information we collect to occasionally notify you about:

- Important changes to your tenancy; or
- Important changes to management;
- Important changes to BHC Policies ect.

Do we disclose your personal information to anyone?

BHC or its agent may disclose your personal information in certain circumstances. Generally, we do not disclose your personal information to a party outside of the BHC, unless that party is contracted to BHC to provide administrative services or activities on our behalf and that party is bound by the same privacy rules we follow.

Some examples of parties outside BHC, to whom we may disclose your personal information, are:-

- The Residential Tenancies Authority
- The Managing Agents

Sometimes, if there is a dispute about a tenancy we may disclose personal information about you to other experts such as legal advisors.

Occasionally, we are required or authorised by law to disclose your personal information. For example, we may disclose your personal information to the Australian Taxation Office following a direction issued under tax laws or to a Court in response to a subpoena.

We may disclose your personal information to third parties where you give us written permission to do so (for example, a support worker with whom you have dealings with).

Can you access the personal information we hold about you?

You may request access to any of the personal information we hold about you. A summary of personal information such as your name and address details, contact numbers, is available to you by calling us on 3006 1770.

For security reasons however, we will not give information over the phone unless the person making the enquiry is able to answer a list of questions to confirm their identity. You cannot access information about any other Tenant or applicants for tenancy.

BHC or its agent may retain your personal information for a period of time after you have ceased your tenancy with us. When we believe it is no longer necessary to hold personal information in our archiving system we attend to the secure destruction or deletion of your personal information.

How do we protect your information and ensure it is accurate?

Only authorised staff who are employed or contracted by the BHC under strict

confidentiality agreements have access to your personal details. The administration systems used to manage your tenancy details incorporate the use of secure hardware and software products which protect against unauthorised access. All hard copies with your personal details are also protected in our secure archiving system.

We also try to ensure that the information we hold about tenants remains accurate, complete and up-to-date. At the time of applying for a rental property you will be provided with a “Welcome to Your Home Pack” which will ask you to check and correct your personal details. When your annual tenancy review is sent out, you will be asked to notify any changes of circumstances or personal details. Sometimes when you make a telephone enquiry we will ask you if our records of your details are up-to-date.

How was this Policy Developed?

The Brisbane Housing Company aim to ensure that it's Privacy Policy is in line with National Privacy Principles as follows:

National Privacy Principles

The Privacy Act contains 10 National Privacy Principles (NPP) which set the minimum standards required for the protection of privacy.

NPP 1 - Collection

Collection of personal information must be fair, lawful, and not intrusive. A person must be told:

- The organisations name
- The purpose of collecting information; and
- That they are able to access their personal information that has been recorded.

NPP 2 - Use and Disclosure

Organisations must only use or disclose information for the purpose it was collected. Alternatively, it may be used if it is used for a secondary purpose for which it is reasonable to expect, or in direct marketing.

NPP3 – Data Quality

Reasonable steps must be taken to ensure personal information collected, used or disclosed is accurate, complete and up to date.

NPP 4 - Data Security

Reasonable steps must be taken to protect personal information collected from misuse, loss, and unauthorized access.

NPP 5 – Openness

A policy document must be developed containing details of information handling practices, which is to be made available to everyone who requests it.

NPP 6 - Access and Correction.

Upon request, access must be given to an individual to their own personal information that is held by an organization.

NPP 7 - Identifiers

Identifiers already assigned by a Commonwealth government Agency must not be adopted, used or disclosed by an organization.

NPP 8 - Anonymity

Whenever feasible and lawful to do so, people must be given the option to interact anonymously.

NPP 9 - Transborder Data Flows

Personal information can only be transferred to a recipient in a foreign country in cases where the appropriate protection will be afforded to the information.

NPP 10 - Sensitive Information

Sensitive information cannot be collected unless:

- Prior consent is given by an individual;
- It is required by law; or
- In other specified instances, such as those relating to the provision of health services, or if the interests of individual or public health and safety.

Who should you contact if you have any questions regarding our Privacy Policy?

We have appointed dedicated Privacy Officer to answer your queries. Contact details appear below:

Telephone: (07) 3307 3000
Facsimile: (07) 3839 2000
Email:

Write to: The Privacy Officer
Brisbane Housing Company Ltd
GPO Box 544
Brisbane Qld 4001

Can you complain about a breach of your privacy?

If you believe that we have not protected your personal information as set out in this privacy policy you may lodge a complaint with us in any of the following ways:

Telephone: (07) 3307 3000
Facsimile: (07) 3839 2000

Write to: The Privacy Officer
Brisbane Housing Company
GPO Box 544
Brisbane Qld 4001

What if you are not satisfied with our response?

If you are not satisfied with the result of your complaint to Brisbane Housing Company, you can refer your complaint to the Federal Privacy Commissioner.

You can contact the Federal Privacy Commissioner by:

Telephone: 1300 363 992

Write to: Director of Complaints
Office of the Federal Commissioner
GPO Box 5218
Sydney NSW 1042

Board Approved – 17/03/2004