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CITY WEST
HOUSING



PRIVACY POLICY

GOVERNING POLICY



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DOCUMENT AND AMENDMENT HISTORY

VERSION	BOARD/CEO APPROVAL DATE	SUMMARY OF CHANGES
1.0	Board - Dec 2014	First publication
2.1	Board - April 2019	Amendments as per the Privacy Act 1988
3.0	Board - July 2022	Review and Inclusion of CWH group of companies
3.1	CEO - October 2024	Review and minor changes to personal information

This document can be downloaded from www.citywesthousing.com.au

All correspondence should be directed to:

Privacy Officer

City West Housing Pty Ltd

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For Enquiries:

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1. PURPOSE

The purpose of this privacy policy is to explain the circumstances under which City West Housing (CWH) collects, uses, stores and discloses personal and health information and under which circumstances CWH will share this information with other parties.

This Policy covers each of the entities forming part of the City West Housing Group (this group of entities is referred to in this Policy as '**CWH**').

Personal information is information about an individual whose identity is apparent or can reasonably be ascertained from this information.

Health information is a specific type of personal information which may include information about your physical or mental health or disability.

Personal information (including health information) may be considered sensitive or non-sensitive.

2. SCOPE

CWH's privacy policy applies to all residents and housing applicants to whom CWH provides services whose personal information is collected, used, stored and disclosed by CWH as per legislative requirements.

It also applies to other parties whose information may be received / used by CWH in the delivery of housing and housing related services.

3. CONSIDERATION OF PERSONAL INFORMATION

3.1. OPEN AND TRANSPARENT MANAGEMENT OF PERSONAL INFORMATION

CWH respects individual's privacy and have developed a Privacy Policy which details how we manage and protect personal (including health) information in accordance with the NSW Privacy and Personal Information Protection Act 1998 (PIIP Act), the Health Records and Information Privacy Act 2002 (NSW) and the Privacy Act 1988 (Cth) (Privacy Act). The Policy also seeks to comply with the 12 Information Protection Principles under the NSW Act and the 13 Australian Privacy Principles under the Commonwealth Act which relate to the handling of personal information.

This policy also describes:

- who we collect information from;
- the kinds of personal information collected and held by us;
- how this information is collected and held;
- the purposes for which personal information is used and disclosed;
- how you can gain access to your personal information and notify us of correction(s);
- how you may complain or inquire about our collection, handling, use or disclosure of your personal information and how that complaint or inquiry will be handled; and
- whether we disclose personal information to any overseas recipients.

3.2. ANONYMITY

CWH can be contacted anonymously (i.e. without identifying yourself) or by using a pseudonym (fictitious name). However, this is limited to general enquiries about the services we provide. If you choose not to identify yourself, we will not be able to give you the information or provide the assistance you might otherwise receive from us.

We may collect information that is not personal information such as answers or feedback anonymously through surveys or aggregated information about CWH's community housing services.

4. COLLECTION OF PERSONAL INFORMATION

4.1. WHO DO WE COLLECT PERSONAL INFORMATION FROM?

At CWH we typically collect personal information from applicants interested in housing, residents, and members of residents' households.

We may also collect information from job applicants, staff, volunteers and others, including contractors or their representatives and visitors.

4.2. WHAT KINDS OF PERSONAL INFORMATION DO WE COLLECT?

The kinds of personal information we collect is largely dependent upon whose information we are collecting and why we are collecting it.

Personal information may include sensitive information, health information (which is also sensitive information), credit information, employee record information and tax file number information. Sensitive information might include information about race, ethnicity, religion, criminal record or political affiliation.

In general terms personal information CWH collects in relation to providing appropriate housing services, facilitation of access to support services and complying with our work health and safety obligations include (but is not limited to):

- names, addresses and other contact details; dates of birth; next of kin details, nationality, country of birth, languages spoken at home, government identifiers, signatures, bank account details;
- photographic images etc.;
- financial information including income, family court orders, criminal records;
- medical records, disabilities, individual health care plans and support letters from health professionals.

4.3. HOW DO WE COLLECT PERSONAL INFORMATION?

How we collect personal information will largely be dependent upon whose information we are collecting. If it is reasonable and practical to do so, we collect personal information directly from you.

Where possible we have attempted to standardise the collection of personal information by using specifically designed forms (e.g. Expression of Interest Form). However, given the nature of our operations, we often also receive personal information by email, letters, notes, over the telephone, text messages, in face-to-face meetings, through financial transactions and through surveillance activities such as the use of closed-circuit television (CCTV) security cameras. We may also record phone conversations as appropriate when liaising with our residents, however you will be notified prior, on the phone when this occurs.

We may also collect personal information from other people (e.g. referring agencies, service providers including health service providers and partner agencies) or independent sources (e.g. a telephone directory), however we will only do so where it is not reasonable and practical to collect the information from you directly.

Sometimes we may be provided with personal information which has no bearing on housing services or access to support services that we provide; without having sought it through our normal means of collection. We refer to this as "unsolicited information". When we collect unsolicited

information we will only hold, use and/or disclose that information if we could otherwise do so had we collected it by normal means.

Complaints about individuals that have no relevance to the services we provide are considered to be unsolicited information (with the exclusion of law enforcement agencies). If that unsolicited information could not have been collected by normal means then it is destroyed, permanently deleted or de-identified as appropriate.

5. DEALING WITH PERSONAL INFORMATION

5.1. HOW WE USE PERSONAL INFORMATION – APPLICANTS AND RESIDENTS?

We only use personal information that is reasonably necessary to deliver one or more of our functions or activities (the primary purpose) or for a related secondary purpose that would be reasonably expected by you, or to which you have consented.

5.2. USE OF PERSONAL INFORMATION FOR PRIMARY PURPOSE

Our primary purpose for obtaining personal information from applicants and residents includes but is not limited to:

- providing housing and housing related services;
- satisfying our legal obligations including our duty of care to you and meeting any child protection obligations;
- keeping informed as to community housing matters through correspondence, newsletters, social media platforms and website;
- marketing, promotional and fundraising activities;
- helping us to improve our day-to-day operations including training our staff; systems development; developing new programs and services and undertaking planning, research and statistical analysis using de-identified information wherever practicable;
- administration including for insurance purposes.

5.3. WHAT IS THE SECONDARY PURPOSE?

Our secondary purpose is to facilitate access to support services, including access to health services. Health services means an activity performed in relation to an individual that is intended to assess, maintain or improve an individual's health, including illness, injury or disability.

5.4. COLLECTION OF SENSITIVE INFORMATION

We only collect sensitive information necessary for one or more of these functions or activities, if we have the consent of the individuals to whom the sensitive information relates, or:

- as permitted by law enforcement agencies (for example, with NSW Police under the guidelines of a Record of Understanding to maintain law and order in and around our properties or to develop and implement crime prevention and community safety strategies);
- if the collection is necessary by law to lessen or prevent a serious threat to life, health or safety.

If CWH does not have the relevant consent and by law (a permitted health situation or permitted general situation does not exist), CWH may still collect sensitive information provided it relates solely to individuals who have regular contact with our organisation in connection with our functions and/or activities. These individuals may include applicants, residents, members of a resident's household, carers, family members, volunteers, service providers including contractors, sub-contractors, and other individuals with whom we have regular contact in relation to our activities.

5.5. USE OF SENSITIVE INFORMATION FOR SECONDARY PURPOSE

We will only use or disclose sensitive information for a secondary purpose if you would reasonably expect us to use or disclose the information and the secondary purpose is directly related to the primary purpose.

5.6. HOW WE USE PERSONAL INFORMATION – OTHER PARTIES?

In certain circumstances we may collect personal information in relation to the engagement of volunteers, the employment of staff or the engagement of contractors and suppliers. As with information collected from applicants and residents, we will only collect and use this information for the delivery of housing and housing related services.

5.7. WHEN WE DISCLOSE PERSONAL INFORMATION

Personal information is used for the purpose for which it was given to CWH, or for purposes which are directly related to one or more of our functions or activities.

Personal information may be disclosed to government agencies, our service providers, agents, contractors, partner support agencies, contractors and other recipients from time to time, only if one or more of the following apply:

- you have consented;
- you would reasonably expect the personal information to be disclosed.

CWH may disclose personal information without consent or in a manner which an individual would reasonably expect if:

- we are authorised or required to do so by law or a court/tribunal order;
- asserting a legal or equitable claim;
- disclosure will lessen or prevent a serious threat to the life, health or safety of an individual or to public safety;
- where another permitted general situation exception (by law) applies;
- where another permitted health situation exception (by law) applies;
- where there is an unlawful activity or serious misconduct; then disclosure is reasonably necessary for a law enforcement related activity. For example, we will provide information to police if subpoenaed.

Where information is disclosed to a third party, we ensure that the third party is aware of their obligation to keep personal information confidential and to take reasonable steps to keep this information secure.

5.8. USE OF PERSONAL INFORMATION FOR DIRECT MARKETING

CWH may from time to time send information and notifications to residents regarding support services by third party providers or promotions or events offered by CWH where it considers such services or events may be reasonably suitable and beneficial to residents' individual needs. CWH will seek residents' consent to receive invitations or marketing information. Residents can opt out of receiving such notifications at any time by notifying CWH. Personal information is not provided for direct marketing purposes to an external body.

5.9. DISCLOSURE OF PERSONAL INFORMATION TO OVERSEAS RECIPIENTS

CWH will not disclose personal information about an individual to overseas recipients in any circumstances.

6. INTEGRITY OF PERSONAL INFORMATION

6.1. QUALITY OF PERSONAL INFORMATION

CWH takes all reasonable steps to ensure that the personal information we hold, use and disclose is accurate, complete and up to date to enable CWH to continue to provide housing services.

Individuals are to contact us if any of the details provided have changed. The onus is on individuals to notify us when their details change or are inaccurate, incomplete or not up to date.

6.2. STORAGE AND SECURITY OF PERSONAL INFORMATION

We store personal information in a variety of formats on databases, in hard copy files and on personal devices including laptop computers, mobile phones, cameras and other recording devices.

The security of personal information is of utmost importance to us and we take all reasonable steps to protect the personal information we hold about you from misuse, loss, unauthorised access, modification or disclosure.

These steps include:

- Restricting access to information by staff based on their roles and responsibilities.
- Ensuring all staff are aware that they are not to reveal or share personal passwords.
- Ensuring hard copy files are stored in a filing rooms requiring a security pass.
- Ensuring secure access points and physical security measures around our premises to prevent break-ins.
- Implementing Information and Communications Technology (ICT) and Cyber Security systems, policies and procedures, designed to protect personal information storage on our computer networks.
- Ensuring that staff comply with internal policies, guidelines and procedures when handling personal information.
- Undertaking due diligence with respect to third party service providers who may have access to personal information, including cloud service providers, to ensure as far as practicable that they are compliant with the Australian Privacy Principles or a similar privacy regime. Third party service providers to sign confidentiality and privacy undertakings where practicable.
- Personal information we hold that is no longer needed is destroyed in a secure manner as appropriate based on record management requirements.

Our website may contain links to other websites. We do not share personal information with those websites, and we are not responsible for their privacy practices. Please check their privacy policies.

6.3. RESPONDING TO DATA BREACHES

CWH will take appropriate action if we have reasonable grounds to believe that a data breach may have or is suspected to have occurred. Depending on the type of data breach, actions required may include some or all of the following:

- a review of our internal security procedures;
- taking remedial internal action;
- notifying affected individuals;
- notifying the Office of the Australian Information Commissioner (OAIC).

In certain circumstances CWH may also need to notify the NSW Privacy Commissioner.

If we are unable to notify individuals, we will publish a statement on our website and take reasonable steps to publicise the contents of this statement.

7. ACCESS TO, AND CORRECTION OF, PERSONAL INFORMATION

7.1. HOW TO GAIN ACCESS TO PERSONAL INFORMATION WE HOLD

You may request access to the personal information we hold about you, or request that we change the personal information, by contacting us. Upon receiving such a request, we will verify your identity before granting access or correcting the information.

If we reject the request, you will be notified accordingly. Where appropriate we will provide you with the reason(s) for our decision.

7.2. PRIVACY COMPLAINTS

If you are concerned that we have not complied with applicable privacy laws, you may raise a complaint internally through our complaints process. The process is as follows:

STEP 1: LET CWH KNOW

If you would like to make a complaint, you should let us know by contacting our Privacy Officer, the details provided below. A response will be provided as soon as practicable. We may seek further information from you in order to provide a full and complete response.

CWH does not charge a fee for the handling of complaints.

STEP 2: INVESTIGATION OF COMPLAINT

Your complaint will be investigated by our Privacy Officer. A response to your complaint will be provided in writing within a reasonable period.

STEP 3: WE WILL DEAL FAIRLY AND PROMPTLY WITH YOUR COMPLAINT.

However, if you are not satisfied with our response, you may refer the complaint to

The NSW Information Privacy Commissioner by:

- Emailing: ipcinfo@ipc.nsw.gov.au
- Writing to the NSW Information Privacy Commissioner (IPC) at: GPO Box 7011, Sydney NSW 2001

The Australian Privacy Commissioner:

- Emailing: enquiries@oaic.gov.au
- Writing to the Australian Information Commissioner (OAIC) at: GPO Box 5218, Sydney NSW 2001

7.3. HOW TO CONTACT US

CWH can be contacted about this Privacy Policy or about personal information generally by:

- Emailing: enquiries@citywesthousing.com.au
- Calling (02) 8584 7500
- Writing to our Privacy Officer at: PO Box 141, Pyrmont NSW 2009

7.4. CHANGES TO OUR PRIVACY INFORMATION HANDLING PRACTICES

CWH's Privacy Policy is subject to change at any time. Please check our Privacy Policy on our website www.citywesthousing.com.au for the current controlled version. Once printed it is an uncontrolled copy.