

Tenant rights and participation

Privacy and confidentiality policy

Policy section: 3.4

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Document name	Privacy and confidentiality
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1 Purpose

- 1.1 To outline the process undertaken by Mission Australia Housing (MAH) in handling the **personal** and **sensitive information** of clients, in line with its obligations under the Privacy Act 1988 and the Australian Privacy Principles.

2 Related policies

- 2.1 This policy should be read in conjunction with the:
- 2.1.1 [Mission Australia Enterprise Privacy Policy](#), which outlines how an individual's personal information will be collected, used and disclosed by Mission Australia Group.
- 2.1.2 [CCTV Policy](#), which outlines the way in which MAH will use Closed Circuit Television (CCTV) cameras and footage.

3 Scope

- 3.1 This policy applies to staff responsible for managing tenants and properties of MAH.

4 Guiding principles

- 4.1 MAH fully complies with the jurisdictional requirements of operating states.

- 4.2 MAH adheres to the policies and procedures of the Mission Australia Enterprise.
- 4.3 MAH upholds accountability and transparency through its record keeping practices.
- 4.4 Applicants and tenants of MAH are provided with information on how to make a complaint about a possible breach of privacy.

5 Policy

5.1 Types of information collected by MAH

5.1.2 MAH may collect and store personal and sensitive information about applicants and tenants including, but not limited to, their:

- Name
- Residential address
- Email address
- Phone number
- Gender
- Date of birth
- Nationality
- Languages spoken
- Bank account details
- Proof of identity
- Medical information
- Emergency contact details
- Centrelink Reference Number

5.2 How information is collected by MAH

- 5.2.1 In most states, people applying for social housing will not necessarily apply directly through MAH. Information is collected by the agency responsible for processing applications and made available to MAH when the applicant has indicated that they are interested in being housed by a community housing provider and a property in the MAH portfolio has become available.
- 5.2.2 In some cases, such as supported housing programs, client personal information is received from third parties when the client is transferred or referred to MAH for the services that we provide.
- 5.2.3 Information may be collected in hard copy form or electronic.
- 5.2.4 MAH will only collect sensitive information with the individual's consent, unless:

- It is required by law; or
- In other special specified circumstances, for example relating to health services provision and individual or public health or safety.

5.3 Storage of information

Personal information may be collected in hard copy form or electronic. Hard copy records will be held securely. Electronic records will be held in databases with security safeguards. Some of those databases are government controlled or held by a third party provider.

5.4 Disclosure of information

- 5.4.1 MAH will only disclose information about an individual to Emergency Services if it is requested under the Record of Understanding with Police in New South Wales, or as per the [Working with Emergency Services Policy](#).
- 5.4.2 MAH staff will not disclose specific information relating to tenancy management issues or neighbourhood dispute issues to third parties such as neighbours.

5.5 Access to information

An individual is entitled to request access to the personal information held by MAH about them. Requests are to be made in writing to Housing Managers, and permission will be determined by the National Operations Manager.

5.6 Integrity of information

- 5.6.1 MAH will take all reasonable steps to ensure the personal information we hold, use and disclose is accurate, complete, and up to date.
- 5.6.2 If an individual believes that the information MAH holds about them is incorrect, they must provide up to date information to the Customer Service team/their Housing Manager. MAH may request evidence to support the request to ensure accuracy.

6 Definitions

Personal information is defined in the Privacy Act as: information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Common examples are an individual's name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person.

Sensitive information is defined in the Privacy Act as a type of personal information and includes information about an individual's:

- Health (including predictive genetic information)
- Racial or ethnic origin

- Political opinions
- Membership of a political association, professional or trade association or trade union
- Religious beliefs or affiliations
- Philosophical beliefs
- Sexual orientation or practices
- Criminal record
- Biometric information that is to be used for certain purposes
- Biometric templates.