



Servants Community Housing Limited

ABN: 86 623 370 034

External Privacy Policy Guide (Resident)

Purpose

Servants Community Housing Limited is committed to respecting your privacy. Our Privacy Policy sets out how we collect, use, store and disclose your personal information.

By providing personal information to us, you consent to our collection, use and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that apply between you and Servants. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our website periodically to ensure that you are aware of our current Privacy Policy.

Definitions

'Us', 'we' or 'our' – Servants Community Housing Limited (ABN 86 623 370 034).

Personal information – information or an opinion about an individual that is reasonably identifiable. For example, this may include your name, age, gender, postcode and contact details.

Policy

Personal information collection

We may collect the following types of personal information:

- name;
- mailing or street address;
- email address;
- telephone number and other contact details;
- age or date of birth;
- any additional information relating to you that you provide us; or
- any other personal information that may be required in order to facilitate your dealings with us.

We may collect these types of personal information either directly from you, or from third parties. We may collect this information when you:

- become, or apply to become, a resident at a Servants House;
- become, or apply to become, a resident at another registered housing agency;
- are an authorised/nominated representative, advocate, contact person or health professional in relation to a person who has become, or who has applied to become, a resident at a Servants House or at another registered housing agency; and
- interact or communicate with us directly through our website, mail, email, over the phone or in person.

If you become, or apply to become, a resident at a Servants House or another registered housing agency, we may also collect:

- information about your Australian citizenship or Australian residency status;
- information about your marital status;
- information about your income and Centrelink payments, including your Centrelink Number;
- incident reports about behaviour, which may include health information; or
- any health information you choose to provide us, including employment information, Case Manager details and/or medical professional details.

If you become a resident at a Servants House or otherwise visit a Servants House we may collect camera surveillance footage of you from our security cameras whilst you are in public areas of a Servants House.

If you contact us to provide a donation, we may also collect any credit/debit card details, bank details or other payment details you provide to us.

In addition, when you apply for a job or position with us we may collect certain information (including your name, contact details, working history and relevant records checks) from you, any recruitment consultant, your previous employers and others who may be able to provide information to assist us in our decision on whether or not to make you an offer of employment or engage you under a contract.

Purpose of personal information collection, use and disclosure

We may collect, hold, use and disclose your personal information for the following purposes:

- to determine whether you meet the eligibility criteria for social housing and, if so, which priority category you fall within;
- to determine whether to allocate you a tenancy at a Servants House;
- to determine your health, safety and support needs and housing requirements;
- to manage your tenancy at a Servants House;
- to perform any other functions and exercise any power under the *Housing Act 1983* (Vic);
- to calculate and set up Centrelink or other (eg. State Trustees) payments in relation to your rent;
- to process your donation to us;
- to operate, protect, improve and optimise our services and the experience of others;
- to perform analytics, conduct research and compile statistics;
- to send you service, support and administrative messages, reminders, and information requested by you;
- to comply with our legal obligations, resolve any disputes, and enforce our agreements with third parties;

- to consider your employment application;
- to ensure the safety of residents and visitors to a Servants house, and
- to investigate reports of anti-social behaviour at a Servants house.

Disclosure of personal information

We may disclose personal information for the purposes described in this Privacy Policy to:

- members of our staff;
- third party suppliers and service providers (in connection with providing our services to you);
- professional advisers;
- payment systems' operators (e.g. merchants receiving card payments);
- Centrelink; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

We may disclose your personal or sensitive information to:

- a person who you have authorised/nominated as your representative, advocate, support worker, contact person or health professional; or
- a support agency or health centre if you have authorised us to make a referral on your behalf,

to the extent that is necessary for us to complete the referral or to address your support issue.

However, in the event that someone's health or safety is at risk, we will disclose your personal information to emergency services such as police or ambulance workers.

If you become, or apply to become, a resident at a Servants house, we may also disclose your personal information to other registered housing agencies through the Victorian Housing Register for the purposes described in this Privacy Policy.

Using our website

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

Cookies

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended if you do.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control or rights in regard to those linked websites. The privacy policies that apply to those other websites may differ substantially from our Privacy Policy, so we encourage individuals to read them before using those websites.

Security

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure, and we use a number of physical, administrative, personnel and technical measures to protect your personal information. For example, personal information in electronic form is stored on a password-protected network and paper files are kept in locked cabinets in locked offices. However, we cannot guarantee the security of your personal information.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Making a complaint

If you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Contact Us

For further information about our Privacy Policy or practices, to access or correct your personal information, or to make a complaint, please contact us using the details set out below:

Madeline Tucker admin@servants.org.au
Business Manager 03 9819 6073
36 Barton St
Hawthorn VIC3122

Related policies

Code of Conduct and Conflict of Interest Policy
Complaints and Appeals Policy

Legislation and standards

This policy implements the obligations of Servants under:

- Residential Tenancies Act 1997
- Housing Act 1983 (Vic)
- [Guidelines for Registered Housing Agencies published by DFFH](https://providers.dffh.vic.gov.au/guidelines-registered-housing-agencies)
<https://providers.dffh.vic.gov.au/guidelines-registered-housing-agencies>
- Performance Standards for Registered Housing Agencies

Transparency and accessibility

This policy is available on the Servants Community Housing website
<https://www.servants.org.au/policies-procedures/>

Review

This policy was written in March 2018. Reviewed in August 2022. It is rescheduled for review in March 2023.