

INFORMATION PRIVACY PRINCIPLES FACT SHEET

Definitions

Registrants: Customers expressing interest in Community Housing who meet all required eligibility criteria (of both UnitingSA Housing and Housing SA) will be listed on the Community Housing Customer Register and are hereafter referred to as Registrants.

Tenant: A person who has signed a lease with UnitingSA Housing. This includes people whose properties are owned by other organisations but are managed by UnitingSA Housing.

What are information privacy principles?

The Australian Privacy Principles (APPs) regulate the handling of personal information by Australian government agencies and some private sector organisations. The 13 APPs are contained in schedule 1 of the Privacy Act 1988.

UnitingSA Housing is bound by the requirements of the Australian Privacy Principles. All employees will respect the privacy of each registrant/tenant and will ensure that information is managed appropriately.

This is achieved by:

1. Open and transparent management of personal information - Ensuring that registrants/tenants are informed as to why we collect the information and how we administer the information gathered.
2. Anonymity and pseudonymity - In some circumstances, UnitingSA Housing may be able to offer registrants/tenants access to services, information or products without the registrant/tenant having to identify themselves.
3. Collection of solicited personal information - UnitingSA Housing will only collect personal information that is necessary for delivery of services to registrants/tenants.
4. Dealing with unsolicited personal information - UnitingSA Housing must, as soon as practicable but only if it is lawful and reasonable to do so, destroy any information not required or ensure that the information is de-identified.
5. Notification of the collection of personal information - UnitingSA Housing will take reasonable steps to let the registrant/tenant know the type of information it holds, for what purposes and how it collects, holds, uses and discloses that information.
6. Use or disclosure of personal information - Personal information will not be disclosed to others without gaining informed consent except when we are required by law to do so.
7. Direct marketing - UnitingSA Housing will not use personal information about an individual, or disclose the information for the purpose of direct marketing.
8. Cross-border disclosure of personal information - All information will be protected if transferred outside of Australia using agreed methods.
9. Adoption, use or disclosure of government related identifiers - UnitingSA Housing will not use or disclose an identifier assigned to a registrant/tenant by an agency or contracted service provider e.g. a Medicare number.
10. Quality of personal information - Personal information that is collected, used or disclosed is accurate, complete and up to date.
11. Security of personal information - UnitingSA Housing will store private information securely and protect it from unauthorised access.
12. Access to personal information - UnitingSA Housing will provide the registrant/tenant with reasonable access to the information requested.
13. Correction of personal information - UnitingSA Housing will provide registrants/tenants with access to their own information and the right to have inaccurate information corrected and updated.