

Williamstown Rental Housing Co-operative Policy Document

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Policy Name:	Privacy and Information Security
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1. Introduction

Williamstown Rental Housing Co-operative Ltd. (WRHC) manages properties on behalf of the Director of Housing through a co-operative housing model. WRHC collects information on prospective member tenants, member tenants, household members and, at times, people who make enquiries regarding the services provided by WRHC. WRHC is also a participant in the Victorian Housing Register (VHR) and is able to access the VHR waiting list when it seeks applicants for vacancies within its own programme. WRHC is also able to lodge applications to the VHR on behalf of prospective tenants.

2. Purpose

This policy sets out how WRHC collects, uses and discloses personal information.

3. Scope

This policy applies to any person who discloses information to WRHC and any person who receives information from an authorised person of WRHC including WRHC's staff, members, contractors, directors and volunteers.

4. Relevant Co-operative Objectives

To meet the contractual and legal requirements as a Housing Provider.

5. Policy

WRHC collects personal information from member tenants, applicants and others in order to provide housing and related services. In addition, WRHC takes part in the Victorian Housing Register (VHR), which is governed by the Housing Act 1983 (Vic). This act allows, in some circumstances, for the sharing of personal information of applicants for social housing with other VHR agencies.

WRHC will make it clear what information is required and how that information will be used in order to provide services.

WRHC will abide by the Commonwealth and Victorian laws which set out how personal information must be managed to protect privacy. Detailed legal obligations are contained in:

- the Australian Privacy Principles in the Privacy Act 1988 (Cwlth);
- the Information Privacy Principles in the Privacy and Data Protection Act 2014 (Vic); and

- where personal information is also health information, the Health Privacy Principles in the Health Records Act 2001 (Vic) apply.

6. Collection of Information:

Personal information will be collected directly from the individual concerned. Information from another source will only be sought with the individual's consent unless there is an established concern for the individual's health, safety or well-being.

7. Disclosure of personal information to a secondary party

Disclosure of personal information to a secondary party will only be made with consent, preferably in writing. Verbal consent may be given depending on the circumstances and the type of information to be disclosed.

However, WRHC may be required by a legal or health authority with a substantiated concern for a person's health, safety or well-being, to disclose personal information. The information provided in these circumstances will be limited to legal requirements only.

8. Responsibilities

All persons receiving personal and/or sensitive information pertaining WRHC, its members and relevant others must abide by this policy.

9. Definitions

Victorian Housing Register (VHR)	The state-wide common application register for people seeking public housing and community housing
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10. Related documentation, legislation and standards

This policy implements WRHC's obligations under:

- Privacy Act 1988 (Commonwealth)
- Privacy and Data Protection Act 2014 (Vic)
- Health Records Act 2001 (Vic)
- Housing Act 1983 (Vic) Part VIII A – Social Housing
- Performance Standards for Registered Housing Agencies
- DFFH: Victorian Housing Register Operational Guidelines

11. Transparency and accessibility

This policy is available on the WRHC website www.williamstownhousingcoop.org.au