

PURPOSE:

The purpose of this policy is to provide the guidelines on how to collect, store, use and disclose personal and health information about company and Co-op members/tenants and when/how to provide access to that information. In accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

1. SCOPE

- 1.1. Applies to all staff
- 1.2. Applies to co-operatives

2. EXCEPTIONS:

NA

3. DEFINITIONS

- 3.1. **Landlord** -the person who grants the right to occupy residential premises under a residential tenancy agreement.
- 3.2. **Co-op** - governance structure where residents become 'members' of the co-operative, and play an active part in running the organisation.
- 3.3. **Tenant** – the person who has the right to occupy residential premises under a residential tenancy agreement.

4. RESPONSIBILITIES

4.1. Chief Executive Officer (CEO)

- 4.1.1. Providing resources
- 4.1.2. Oversight of process etc

4.2. Manager

- 4.2.1. Staff competency
- 4.2.2. Monitoring

4.3. Board

4.4. Quality Coordinator (QC)

- 4.4.1. Review the policy with relevant staff as per schedule or when required

5. CONTENT

The landlord respects the privacy of its tenants and applicants and will:

- 5.1. Collect personal information for a proper and lawful purpose in order to provide services.

- 5.2. Collect personal information directly from the client, unless it is unreasonable or impractical to do so, or the client has consented to it being collected from someone else..
- 5.3. Ensure the information collected is relevant, accurate, up to date, complete and not excessive or misleading.
- 5.4. Inform clients what and why information is collected, how it will be used and who it may be given to.
- 5.5. Not keep personal information for longer than necessary.
- 5.6. Ensure the information collected is securely stored and protected.
- 5.7. Do all that is reasonable in the circumstances to prevent loss, unauthorised access, use, modification or disclosure and misuse.
- 5.8. Only disclose information to other agencies or persons which identifies clients:
- 5.9. If the disclosure is directly related to the purpose for which the information was collected and there is no reason to believe that the person concerned would object.
- 5.10. If the person to whom the information relates was informed when the information was collected that it would be disclosed in this way.
- 5.11. Ensure compliance with the privacy principles except:
 - Where the person to whom the information relates has provided informed consent.
 - If lawfully authorised or required to do so under the Privacy Act, by legislation, or a Privacy Code of Practice.

6. REFERENCES

- 6.1. Privacy and Personal Information Protection Act 1998
- 6.2. Privacy Amendment (Enhancing Privacy Protection) Act 2012
- 6.3. Health Records and Information Privacy Act 2002

7. ASSOCIATED DOCUMENTS

- 7.1. Tenants Rights

8. FORMS

- 8.1. Request for release of Personal Information