

## 609 Privacy Policy

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### 1. Introduction

Uniting Housing (Victoria) Limited (Uniting Housing) is a registered Community Housing Provider and has funding contracts with government departments. Uniting Housing's Board of Governance is independent of Uniting Church group entities and is responsible for ensuring housing services and management delivered on its behalf are compliant with the obligations within each registration and contract.

Uniting Housing has outsourced its housing services and management through a Service Level Agreement to an external entity, Uniting (Victoria and Tasmania) Limited (Uniting). Under this Agreement, Uniting has agreed to comply with its obligations by delivering services:

- a) in accordance with the Performance and Service Standards and other requirements of the Housing Registrar and the Director of Housing;
- b) in accordance with relevant Uniting Housing policy;
- c) in accordance with all applicable contracts, laws, regulations, orders and rules;
- d) in accordance with all applicable professional ethical standards; and
- e) in good faith and in the best interests of consumers and Uniting Housing.

Roles & Responsibilities	<ul style="list-style-type: none"> <li>• The Board is responsible for approving this policy, any changes to it and overseeing compliance with this policy</li> <li>• Via the Service Level Agreement, the Uniting Housing &amp; Property Division General Manager is responsible for:             <ul style="list-style-type: none"> <li>○ ensuring that work practices undertaken to deliver housing services and management on behalf of Uniting Housing, comply with this policy</li> <li>○ operationalising this policy with effective protocols and procedures</li> <li>○ reporting annually to the Board regarding adherence to approved policies and any required improvement plans</li> </ul> </li> </ul>
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This policy has been established to:

- i. provide direction and guidance to Uniting in the delivery of Uniting Housing's housing services and management through the Service Level Agreement;
- ii. demonstrate compliance with Performance and Service Standards; and applicable contracts, laws, regulations, orders and rules;
- iii. to make clear the commitments of Uniting Housing to its workers and consumers.

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### 2. Policy Statement

Uniting Housing recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. Uniting Housing collects personal information so that the organisation can perform its activities and functions and to provide best possible quality of service.

Uniting Housing respects the right to privacy under the Privacy Act 1988 (Cth), Privacy Data and Protection Act 2014 (Vic), Health Records Act 2001 (Vic) and Personal Information Protection Act 2004 (Tas) (“the privacy laws”) and is committed to the requirements in respect of the collection, management and disclosure of personal information under the privacy laws.

Uniting Housing complies with the Notifiable Data Breaches Scheme and will notify people in the event personal information is involved in a data breach that is likely to result in serious harm. This notification will include recommendations about the steps that should be taken in response to the breach. Uniting Housing will also notify the Office of the Information Commissioner of eligible data breaches.

### 3. Definitions

**Personal Information** has the meaning given to it in the Privacy Act 1988 (Cth). In general terms, it is any information that can be used to personally identify the person. This may include name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

Additionally, some of the personal information that is collected may include “sensitive information”, such as information about health, racial or ethnic origin, political opinions, association memberships, religious affiliation, sexual orientation, criminal history, genetic or biometric information.

### 4. Outcomes

1. All personal information is handled in accordance with all State and Commonwealth laws and schemes.
2. Persons who have personal information held by Uniting Housing understand their rights in regard to that information; how to make a complaint; and how Uniting Housing handles their information.
3. This privacy policy and a privacy statement to consumers will be made available via multiple channels, including on Uniting Housing’s website.

### 5. Contacting us

Any inquiries, requests or complaints will be treated confidentially and attended to in a reasonable time after receipt. Please contact Uniting Privacy Officer at:

Uniting Privacy Officer  
Level 6, 250 Victoria Parade East Melbourne VIC 3002  
Tel: (03) 9192 8100  
Email: [privacyofficer@vt.uniting.org](mailto:privacyofficer@vt.uniting.org)



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### 6. Relevant legislation & other documents

- a) Victorian Performance Standards for Registered Housing Agencies
- b) DHHS Human Services Standards (Victoria)
- c) ISO 9001:2008
- d) Family Violence Protection Act 2008 (Vic)
- e) Freedom of Information Act 1980 (Vic)
- f) Health Records Act 2001 (Vic) and Health Privacy Principles (the HPPs)
- g) Privacy Act 1988 (Commonwealth)
- h) Privacy Amendment (Notifiable Data Breaches) Act 2017 (Commonwealth)
- i) Privacy and Data Protection Act 2014 (Victoria)

#### Revision Record

Version	Date	Document Writer	Revision Description
2.0	14/5/2020	Performance & Compliance Committee	Board endorsed