



Alliance Housing (WA)

*Supporting Affordable Housing
in the South West*

Privacy Statement

This statement is our privacy policy which sets out how we manage your personal information and other information.

Why we collect information

- For the functions or activities of the company
- As required by an Australian law or court/tribunal order
- Statistical data to Government agencies and funding bodies

Definitions

Your Information:

When we refer to Your Information, we are referring to your personal information, as defined under the Privacy Act 1988 “information which identifies you or from which your identity can be reasonably gained (regardless of the type of information or whether it is true or not)”

Sensitive information:

The Privacy Act 1988 defines some types of personal information as sensitive. This includes information about ethnic origin, health, and criminal history. In the event we require any sensitive information we would only collect this with your permission, and we will only use it for the purpose for which you provided it.

The kinds of information we collect and hold

Depending on the particular circumstances, we may collect and hold a range of different information about you. This can include your name, date of birth, contact details (including address, email address, phone number or mobile telephone number), occupation, identification details, Centrelink customer details, income, financial information (such as bank account numbers) and information about how you use our services. We may also need to collect additional information from you, such as limited health information or support needs to provide priority assistance services.

You might also need to provide personal information about other individuals to us (e.g. other household members, an authorised representatives or support worker). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them about this statement.

How we collect Your Information

We may collect Your Information in a number of ways, including:

- directly from you (such as where you provide information to us when you visit one of our offices or website, complete an application form or agreement for one of our services, or contact us with a query or request)
- from third parties such as Centrelink, Housing Authority, support agencies or your representatives (with your consent)

If you choose not to provide certain information about you, we may not be able to provide you with services you require, or the level of service on which we pride ourselves.

How we hold Your Information

We store your information in hard copy and electronic format, in storage facilities that we own and operate ourselves, or that are owned and operated by our service providers. We take the privacy and security of your information seriously and use a combination of technical solutions, security controls and internal processes to help us protect your information from unauthorised access and disclosure.

How we use Your Information

We may use Your Information for a range of different purposes, including:

- to verify your identity
- to provide and improve services to you
- to administer and manage the services we provide to you
- to gain an understanding of your information and needs to improve or develop our services, or to perform research and analysis

When we disclose Your Information

We may disclose Your Information to third parties who provide services to us, including organisations and contractors that assist us with the purposes for which we use Your Information. These services include:

- installation, maintenance and repair services
- mailing operations
- debt-recovery functions

We may also disclose Your Information to your authorised representatives or support services (with your consent), or when you ask us to do so, as required or authorised by law (including to law enforcement and national security agencies) and other government and regulatory authorities.

How to access or correct Your Information or make a privacy complaint

If you wish to access any of Your Information that we hold or would like to correct any errors in that information, please contact us using the contact details set out in the How to contact us section of this Statement, so that we can consider and respond to your request.

You may also use these contact details to notify us of any privacy complaint you have against us, including if you think that we have failed to comply with the Australian Privacy Principles (APP). We will acknowledge your complaint in a prompt manner and will give you an estimated timeframe for when we will respond to your complaint.

While we hope that we will be able to resolve any complaints you may have without needing to involve third parties, you are also able to lodge a complaint with a relevant regulator ..

About this Statement

From time to time, we may need to change this Statement. If we do so, we will post the updated version on our website and it will apply to all of Your Information held by us at the time.

How to contact us

If you have any questions in relation to this Statement or our management of Your Information, please let us know by contacting us on 97915438 or admin@alliancehousing.com.au

You can also obtain a copy of this statement on our website.