

Your Personal Information

What is Personal Information?

Personal information is information about a person that can be used to identify them.

Some examples of personal information include:

- Name, address, date of birth
- Financial information, such as income or rent
- Photographic images.

Some personal information is also considered to be sensitive information, including:

- Government identifiers; such as Centrelink References or Tax File Numbers
- Country of birth, languages spoken
- Family court orders, criminal records
- Medical records, health care plans.

How is Personal Information Collected?

The Women's Housing Company (WHC) collects, manages and protects personal information about our customers.

We do this in line with the Commonwealth Privacy Act 1988, the Australian Privacy Principles, and the NSW Health Records and Information Privacy Act 2002.

We collect your personal information directly from you, through our forms and surveys, emails and letters, phone calls and face-to-face meetings with you.

We may also collect personal information about you from third parties, such as support providers and government agencies, but only with your consent.



How is Personal Information Used?

We use your personal information where it is necessary to deliver our core activities, such as:

- Providing housing and support services
- Maintaining our properties
- Keeping tenants informed of community housing matters
- Complying with legal and child protection obligations.

We also use your personal information for an activity to which you have given consent, such as taking your photo at an event and using it for our newsletters and annual reports.

With your consent, we disclose your personal information to third parties such as government agencies, support service providers, and our property maintenance contractors.

We may disclose your personal information without your consent, but only under certain circumstances, such as if we are required by law, or to prevent or minimise a serious threat to life, health and safety.

Is my Personal Information Secure?

We store your personal information in a variety of formats, including databases (in our office and with our Information Technology (IT) suppliers) and paper based files.

All reasonable steps are taken to protect personal information from being lost, misused, changed, disclosed or accessed by unauthorised people.

These steps include, but are not limited to:

- Ensuring our office is secure at all times
- Ensuring our IT systems are protected by cyber security systems
- Undertaking due diligence with respect to third party service providers who may have access to personal information
- Implementing and monitoring policies and procedures relating to security, privacy, and confidentiality
- Training staff on processes relating to the secure handling of personal information
- Restricting access to information by staff based on their job role and responsibilities
- Undertaking due diligence with third parties before they have access to personal information
- Securely de-identifying, destroying, or deleting personal information that is no longer required to be stored.



Correcting Personal Information

We take great care to make sure the personal information we hold about you is correct and up to date.

If we become aware that your personal information is incorrect, we will contact you to update the information we hold about you.

Please contact us if your personal information changes or if you believe the information we have about you is incorrect.

More Information

This factsheet provides a general summary only. For full details, please refer to the **Women's Housing Company Privacy Policy** on our website:

<http://www.womenshousingcompany.org/aboutus/corporatepolicies>