

Privacy Information Statement

Jubilee Housing Incorporated (JHI) accepts the principle of protecting the personal and health information of tenants and other parties.

JHI voluntarily complies with the Information Privacy Principles of the Victorian Information Privacy Act as well as the Health Records Act.

Your Rights

Your rights related to privacy include:

- the right to refuse to provide personal information (although this may have implications on the level of service/assistance we can offer you).
- the right to gain access to the personal information held about you.
- the right to make corrections to any incorrect information held about you.
- the right to be assured that any personal information JHI holds about you will be collected and stored in a secure and safe environment and will also be protected from loss and misuse
- the right to be asked for your consent prior to any personal information being used for any purpose other than that for which it was originally collected.
- the right to know what will happen to your information (who has access to it, where it is kept, why is it collected).

Collection of Information

JHI collects information regarding the names, ages, gender, Centrelink details, contact information and financial details of all members of a household applying for housing with JHI. We also request reference information in relation to previous accommodation.

We also collect this information from individuals and families living in JHI managed properties.

We need this information to assess eligibility and appropriate property size for new applicants, and to assess appropriate rental for tenants.

We ask for medical information to assist medical practitioners in the event of an emergency.

We ask for your contact details to assist in arranging maintenance work. The information is collected from and with the consent of the person(s) named on the tenancy agreement. The information is put on your application or tenancy file and stored in a locked cabinet in a secure office or on a secured computer.

Only JHI staff, office bearers and people involved in the tenant selection process will have access to this information and these files.

The information will not be used for any other purpose nor will it be disclosed to any other person or organisation not directly involved with the application process, except with your written consent.

Accessing Information

You have the right to access your personal information that JHI holds, and to correct or update this information at any time.

If you wish to access your JHI file please put your request in writing to:

Jubilee Housing Inc, PO Box 190, Box Hill 3128.

Please ask what you would like a copy of, where you would like the material sent and an acknowledgement that the information is being provided at your request. The request must be signed by the person(s) who is named on the application for housing form or the tenant details form. We will try to respond to your request speedily. If access is denied you will be told why in writing.

What To Do If You Believe Your Privacy Has Been Breached

If you believe that your privacy has been breached, or that you've been denied access to your information unreasonably, you should put your complaint in writing to the Committee of Management. If you are dissatisfied with the Committee's response you can contact one of the following for advice and assistance:

Victorian Privacy Commissioner Level 11, 10—16 Queen Street, Melbourne, 3000 Ph: 1300 666 444 or (03) 8619 8719

Health Services Commissioner Level 26, 570 Bourke Street Melbourne, 3000 Ph: 1300 582 113 or (03) 9032 3111

Both Commissioners have the powers to investigate matters in relation to privacy disputes and they have the capacity to serve compliance notices and impose penalty units if a privacy breach is proven.