

Fact Sheet

Your Privacy

Any information that you provide to Havelock Housing Association Inc will be treated strictly confidentially

Collection and use of Information

The Association will only collect information from you that is needed for the management of your tenancy/occupancy and property. If you are not sure why the Association requests certain information, please ask.

Non-disclosure

The Privacy Act 1988 prevents the provision of any information about you to any other individual or organisation. The Association seeks to abide by the Act and will not provide any information about you to anyone else.

Nothing about you, including the fact that you are accommodated and a member of the Association will be passed on to anyone outside our staff team without your written consent. Our staff team only have access to information about you on a strictly “**needs to know basis**” Anyone requesting information about you or your household members, will be informed of our policy and no information will be provided.

Consenting to Disclosure

Our refusal to provide information about you to others also includes discussions with other agencies about your situation. This includes people such as welfare workers, member of the Legislative Assembly, police or other advocates who may be assisting you.

We are more than pleased to deal with someone who is acting on your behalf, but this can only be done with your written approval (or if you are present at the time of any discussion).

Security of Information

Information held about you is maintained securely in our office.

Access to Information

You have the right to access any file or written record about yourself, and you may request access to this information. We will only refuse a request in exceptional circumstances, such as:

- ◇ when the information would breach the privacy of others;
- ◇ when providing the information would be illegal; and
- ◇ when providing the information could affect the health and safety of others.

Exclusions to these rules

Sometimes, the Association may be legally required to provide information. This may include the police, Centrelink, Court Orders and subpoenas. In addition, for your own health and safety or that of others, it may be necessary to supply information about you to emergency personnel. Wherever we are able, we will inform you of what information has been supplied.