

PURPOSE

This policy outlines how Evolve Housing Vic Limited (EHVL) collects, uses, stores and discloses Personal Information in accordance with the *Australian Privacy Principles 2014* (APPs) and under the *Privacy Act 1988 (Cth)* (Act).

POLICY REFERENCE	VGRC002.2
POLICY OWNER	General Manager, Governance and Legal
APPROVED BY	Evolve Housing VIC Ltd Board of Directors
APPROVAL DATE	28 October 2024
REVIEW DATE	28 October 2027

PRIVACY POLICY**1. SCOPE**

This policy applies to all individuals which EHVL will be collecting Personal Information from. Individuals include, but are not limited to, EHVL Clients, Directors, Employees and Employment Candidates.

2. POLICY STATEMENT

EHVL is committed to respecting and protecting the privacy and rights of individuals.

2.1 Personal Information

When used in this Policy, the term “Personal Information” has the meaning given to it in the Act. Personal Information is any information held by an entity that can be used on its own or in combination with other information held by the same entity, to personally identify an individual. Personal Information collected and stored by EHVL may include an individual’s:

- Name
- Address
- Email address
- Contact number
- Age or date of birth
- Gender
- Ethnicity
- Country of origin
- Religious belief
- Employment history
- Income details
- Proof of identity, including passport, licence, medicare card or other official document
- Photographs
- Profession, occupation or job title
- Work experience
- Educational qualifications
- Centrelink information
- Credit information and other financial records
- Next of kin
- Public trustee details
- Bank statements
- Criminal history
- Tax File Number / Returns
- Tenant ledgers

Personal Information includes Sensitive Information (see section 2.7 of this Policy).

EHVL may also collect information that is not Personal Information because it does not identify a particular individual. For example, EHVL may collect anonymous answers / feedback to surveys or aggregated information about how users use the EHVL website.

2.2 Collecting Personal Information

EHVL collects Personal Information directly from the individual as well as through third parties. EHVL can collect Personal Information in the following ways:

- Written forms;
- Face-to-face;
- Over the phone or other messaging technology;
- Via the internet, including email or EHVL’s website and social media platforms;
- Hardcopy documents provided by individuals;
- Use of an IT device EHVL provides;
- Website cookies;
- Property inspections; and
- Via a third party, e.g. government entities, law enforcement agencies, social workers, medical practitioners, previous landlords, personal referees, tenancy databases, recruitment agencies, etc.

2.3 Purpose of Collecting Personal Information

EHVL collects Personal Information to perform business activities and deliver services to you. EHVL will not collect information unless it is for a lawful purpose.

In most situations, individuals will be advised as to why EHVL is collecting Personal Information and who else might receive this information. EHVL may decide not to provide this advice to individuals if EHVL is not legally required to provide the advice.

The purposes for collecting Personal Information from each category of individuals may include:

Individuals	Purposes
All EHVL Clients	<ul style="list-style-type: none"> • to provide suitable housing arrangements through assessing applications and allocating appropriate properties etc. • to provide tenancy related services including repairs and maintenance to properties • to provide other related services through assessing applications, case planning and management etc. • for communication purposes • to facilitate community engagement • to assist with the design of residential construction projects • to engage in direct marketing • to seek feedback and improve on services • to comply with reporting requirements to government agencies, regulators etc. • to provide information to support partners and health providers who participate in information sharing
Employment Candidates, Volunteers and Students	<ul style="list-style-type: none"> • to assess suitability for employment or to undertake other roles within or for EHVL

Employees, Contractors and Directors	<ul style="list-style-type: none"> • for identification • for human resource purposes including payroll • for conflict of interest purposes • for regulatory, governance and related purposes
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If an individual does not provide EHVL with Personal Information when prompted, EHVL may be unable to contact the individual or provide any services to the individual. In the case of employment candidates, EHVL will not be able to consider applications for employment.

2.4 Unsolicited Personal Information

In the event EHVL receives unsolicited Personal Information, EHVL will determine whether it could have been lawful for the Personal Information to be collected if it had been solicited. If it isn't, EHVL will, if it is lawful and reasonable to do so, destroy the information or ensure that the information is de-identified as soon as practicable.

2.5 Disclosure of Personal Information

EHVL may disclose Personal Information for a purpose for which it was collected (as listed in 2.3) (the "Primary Purpose") e.g. to arrange maintenance contractors for your residence.

EHVL will only disclose Personal Information for another purpose (a "Secondary Purpose"):

- If the disclosure is related to the Primary Purpose for which the information was collected or, in the case of Sensitive Information, directly related to the Primary Purpose and the person would reasonably expect EHVL to use or disclose the Personal Information for the Secondary Purpose;
- Where the person to whom the information relates to has provided informed consent to a secondary use or disclosure;
- If a permitted general situation exists, as defined in the APPs, in relation to the use or disclosure of the Personal Information for a secondary use;
- If EHVL reasonably believes that the secondary use or disclosure is reasonably necessary for enforcement related activities carried out by, or on behalf of, an enforcement body; and
- If lawfully authorised or required to do so under the Act, APPs, by legislation or court or tribunal order.

EHVL may disclose Personal Information (other than Sensitive Information) to a Related Body Corporate.

2.5.1 Record of Understanding

EHVL and the VIC Police may also exchange information :

- To maintain law and order in and around EHVL properties;
- Where there is an emergency that poses an imminent threat to life or property;
- In the investigation of an alleged criminal offence; and
- To develop and implement crime prevention and community safety strategies.

EHVL will also provide information to police when subpoenaed, unless the information is not in the public interest. In these cases, EHVL may lodge an appeal not to provide the information.

2.5.2 Providing information to a third party

Where information is being disclosed to a third party, EHVL will take steps to be satisfied that the third party has an obligation to keep Personal Information confidential and to comply with the Act and the APPs. This includes where the third party is an international recipient.

2.6 Storage of Personal Information

Personal Information is stored by EHVL, in both hard copy and electronic form, in a manner that reasonably protects it from misuse, interference, loss, and unauthorised access, modification or disclosure. Some of the security measures include:

- Physical, electronic, and procedural safeguards in line with industry standards (such as passwords and physical locks on cabinets);
- Secure server and closed network environments;
- Limited access to Personal Information (e.g. only relevant employees who require an individual's Personal Information to carry out his / her normal line of duties are allowed access);
- Controlled access to information assets based on business and security requirements;
- Management of access privileges, and regular review of the privileges; and
- Destroying or de-identifying Personal Information pursuant to the law and record retention policies

Some Personal Information, held electronically, may be accessed overseas for the provision of IT services or stored overseas using electronic storage services. Where this is the case, EHVL will take steps to be satisfied that the storage and access of the data complies with the Act and the APPs. This includes where the third party is an international recipient.

2.7 Sensitive Information

'Sensitive information' is a subset of Personal Information. Sensitive Information is defined in the Act as information or an opinion about an individual's:

- racial or ethnic origin
- political opinions or membership of a political association
- religious beliefs or affiliations, or philosophical beliefs
- membership of a professional or trade association or trade union
- sexual orientation or practices, or
- criminal record

It also includes Personal Information, or information about an individual's health, genetics or biometrics.

EHVL recognises that Sensitive Information is generally afforded a higher level of privacy protection under the Act and the APPs than other Personal Information. EHVL recognises that inappropriate handling of Sensitive Information can have adverse consequences for an individual or those associated with the individual, including discrimination, mistreatment, humiliation, embarrassment or the undermining of an individual's dignity.

EHVL may collect Sensitive Information about an individual, but only where the individual has provided consent and where the information is relevant to the services provided by EHVL.

2.8 Access and Correction of Information

Individuals have the right to request access to the Personal Information EHVL holds about them, and request correction of any inaccurate, out-of-date, incomplete, irrelevant or misleading Personal Information.

Individuals who would like to request access to, or correction of, their Personal Information held by EHVL, must contact EHVL using the details provided in Section 2.10 below. EHVL will respond to the request for access within a reasonable period and give access in the manner requested by the individual, if it is reasonable and practicable to do so. EHVL may charge for its reasonable costs in providing the Personal Information and any such costs will be notified to the individual at the time it seeks that information. Costs will not be charged to the individual to consider a request, or correct information. Information will not be provided to individuals if they are unable to provide identification documentation to confirm their identity.

EHVL may refuse a request to access Personal Information if it falls under a category outlined in Australian Privacy Principle 12 of the APPs. On these occasions EHVL will inform the individual in writing of the reason for the refusal and any avenues to make a complaint about that decision.

It is the individual's responsibility to inform EHVL of any corrections or changes to Personal Information. Individuals may lodge a request to correct Personal Information held by EHVL, following which EHVL will take such steps (if any) as are reasonable in the circumstances to correct the information to ensure that it is accurate, up-to-date, complete, relevant and not misleading.

If EHVL believes that the Personal Information should not be corrected or changed, EHVL will provide the individual with a written notice explaining the reasons for its decision and how to raise a complaint if they're unhappy with EHVL's decision.

If EHVL refuses a request to correct or change Personal Information, the individual may ask EHVL to attach a statement to the information stating that the information is inaccurate, out-of-date, incomplete, irrelevant, or misleading.

2.9 Complaints

If an individual is concerned that EHVL has not complied with applicable privacy laws or this Policy, the individual may raise a complaint through EHVL's complaints process. The process is as follows:

Step 1: Let EHVL know

The individual should contact our Privacy Officer using the details provided in Section 2.10 below. We will acknowledge the complaint within 2 business days.

Step 2: Investigation of Complaint

The complaint will be investigated by our Privacy Officer. A response to the complaint will be provided in accordance with EHVL's Complaints Management Policy. **Step 3:** It is expected that EHVL's procedures will deal fairly and promptly with a complaint. However, if the individual remains dissatisfied, they can also contact the Office of the Australian Information Commissioner as follows:

Office of the Australian Information Commissioner (OAIC)
GPO Box 5288
Sydney NSW 2001
www.oaic.gov.au

Note: The OAIC requires:

- an individual to first complain to EHVL, with the complaint to be escalated to the OAIC only where a response is not received within 30 days or the individual is unhappy with EHVL’s response; and
- complaints to be made in writing

2.10 Contacting EHVL about Privacy

Individuals may contact EHVL with regards to the following matters:

Matter	Contact Details and Options
<ul style="list-style-type: none"> • To access, update or correct Personal Information • To opt out of receiving newsletters or EHVL related direct marketing material 	<p>Telephone: 1800 MY EVOLVE (1800 693 865)</p> <p>Email: myevolve@evolvehousing.com.au</p> <p>Address: Henry Dodd House, 9-13 Argyle Street Parramatta NSW 2150</p>
<ul style="list-style-type: none"> • To seek more information about anything contained in this Policy • To make a privacy related complaint or feedback 	<p>Telephone: 1800 MY EVOLVE (1800 693 865)</p> <p>Email: privacy@evolvehousing.com.au</p> <p>Address: Privacy Officer, Henry Dodd House, 9-13 Argyle Street Parramatta NSW 2150</p>

3. DEFINITIONS

- **Client(s)** - for the purpose of this Policy, a person who uses or applies to use goods or services provided by EHVL
- **Director(s)** – a person who is a Director of EHVL
- **Employee(s)** – any person employed by, or engaged to represent EHVL including contractors, volunteers and students
- **Employment Candidate(s)** – a person who makes an application for employment with EHVL
- **Personal Information** – has the meaning given to it by this Policy
- **Sensitive Information** – has the meaning given to that term in section 2.7 of this Policy

4. RELATED RESOURCES

- Australian Privacy Principles 2014
- *Privacy Act 1988 (Cth)*
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- Office of the Australian Information Commissioner – www.oaic.gov.au

5. VERSION CONTROL

VERSION	Date Approved	Author	Key Changes
1.0	1/02/2021	GAL	Policy adopted
2.0	28/10/2024	GAL	Updated having regard to: <ul style="list-style-type: none">• the Act, APPs & OAIC recommendations; and• <u>updated</u> ICT practices and policies

This Policy is subject to change from time to time at the discretion of EHVL. Any approvals required under this Policy will be granted in accordance with the Company Delegations of Authority Policy. Further information on this Policy and other topics, is available on the Evolve Housing VIC website www.evolvehousing.com.au/vic If you have any specific questions regarding this Policy, please contact Evolve Housing VIC.