

# Privacy Policy

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## General

Jacaranda Housing ABN 30 815 638 618 (referred to in this document as **we**, **us** or **our**) recognises that your privacy is very important and we are committed to protecting the personal information we collect from you. The *Information Privacy Act 2009* (Qld) (**IP Act**), and the Information Privacy Principles (**IPPs**) govern the way in which we must manage your personal information and this policy sets out how we collect, use, disclose and otherwise manage personal information about you.

## Collection

### Types of information collected

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the services you are seeking. In particular, we may collect:

- (a) your name and contact details;
- (b) your rental and other payment information;
- (c) information about whether you meet the Department of Communities, Housing and Digital Economy *Social Housing Eligibility Criteria* including information about your:
  - (i) Australian citizenship or residency status;
  - (ii) Queensland residency;
  - (iii) property ownership;
  - (iv) liquid assets;
  - (v) independent income and household income limits; and
  - (vi) the appropriateness of your current housing.

### Purpose of collection

The personal information that we collect and hold about you, depends on your interaction with us. Generally, we will collect, use and hold your personal information if it is reasonably necessary for or directly related to the performance of our functions and activities and for the purposes of:

- (a) providing services to you or someone else you know;
- (b) providing you with information about other services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you;
- (c) facilitating our internal business operations, including the fulfilment of any legal requirements; and

- (d) analysing our services and customer needs with a view to developing new or improved services.

### **Method of collection**

Personal information will generally be collected directly from you through the use of any of our standard forms, in person, over the internet, via email, or through a telephone conversation with you. There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

### **Failure to provide information**

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

### **Internet users**

If you access our website, we may collect additional personal information about you in the form of your IP address and domain name.

Our website uses cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website and to create a personal record of when you visit our website and what pages you view so that we may serve you more effectively.

Our website may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

### **Use and disclosure**

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information about you to:

- (a) service providers, who assist us in operating our business, and these service providers may not be required to comply with our privacy policy;
- (b) our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services; and
- (c) government departments including:
  - (i) the Department of Communities, Housing and Digital Economy;
  - (ii) Centrelink;
  - (iii) the Residential Tenancies Authority; and
  - (iv) other support agencies and organisations.

## **Transfer of personal information outside Australia**

We are not likely to disclose your personal information overseas, except as permitted by the IP Act, unless we otherwise advise you in writing.

## **Security**

We store your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to us. We take all reasonable measures to ensure that your personal information is stored safely to protect it from interference, misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

## **Access and amendment**

You may access the personal information we hold about you, upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information in circumstances prescribed by the IP Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately. We will take reasonable steps to amend the information so that it is accurate, complete and up to date.

If we refuse to amend your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

## **Complaints and feedback**

If you wish to make a complaint about a breach of the IP Act, the IPPs or a privacy code that applies to us, please contact us using the details below and we will take reasonable steps to investigate the complaint and respond to you.

If you have any queries or concerns about our privacy policy or the way we handle your personal information, please contact us at:

Street address: Level 5, 490 Upper Edward Street, Spring Hill, QLD 4000

Email address: [info@jacarandahousing.com.au](mailto:info@jacarandahousing.com.au)

Telephone: (07) 3392 8848

Website: [www.jacarandahousing.com.au](http://www.jacarandahousing.com.au)

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au).

If you wish to make a complaint about the collection, use or disclosure of your personal information, please contact our privacy officer, and we will work with you to resolve the issue.

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner, Queensland. To lodge a complaint, visit the 'Privacy complaints' section of the Information Commissioner's website, located at <https://www.oic.qld.gov.au/about/privacy/privacy-complaints>, to obtain the relevant complaint forms, or contact the Information Commissioner's office.