Your Privacy

We respect your privacy. We collect information so we can provide safe, appropriate and high-quality support.

We respect your privacy

At The Housing Connection, we respect your privacy.

We collect information about you so we can provide you with safe, appropriate and high-quality support. We:

- treat your personal information with respect and care
- only collect information we need
- explain why we need your information
- only use your information for the reasons we collected it, or where the law allows us to use it
- only share your information when we need to, you have agreed, or the law requires or allows us to
- take steps to keep your information safe
- help you access or correct your information
- respond if you have concerns about how we have handled your information

What information do we collect?

The information we collect depends on your relationship with The Housing Connection.

If we provide you with support

We may collect information such as:

- your name and date of birth
- your address, phone number and other contact details
- information about your disability and support needs
- information about your health
- medications and treatments
- medical tests or assessments where relevant
- information about health professionals involved in your care
- information about the services and supports you receive
- financial information where this is needed to provide your support
- information about your carer, guardian, family members or other people involved in supporting you
- other information that we need to provide your services safely and effectively

Other information we may collect

We may also collect personal information if you:

- work or volunteer with The Housing Connection
- are a member of The Housing Connection

- participate in a research project

How do we collect your information?

Where possible, we collect information directly from you.

Sometimes we may need to collect information from another person or organisation. For example, this might be your:

- family member, carer or guardian
- doctor or other health professional
- funding body

Where required, we will ask for your consent before collecting information from someone else.

Why do we collect information about you?

We collect and use personal information so we can:

- understand your needs and preferences
- provide and coordinate your services and supports
- support your health, safety and wellbeing
- communicate with you and people involved in your support
- respond in an emergency
- meet our NDIS, funding, reporting and legal responsibilities
- train and coordinate the workers who support you
- manage our relationships with our workers, volunteers and members
- carry out approved research where you have chosen to take part

Who can see your information?

We only allow people to access your personal information when they need it to do their job.

For people receiving services, this can include workers who provide your support, workers who are on-call for emergencies, and relevant workers involved in coordinating or overseeing your services.

When might we share your information?

We do not share your personal information unnecessarily.

When needed to provide your services, or to meet our legal and regulatory responsibilities, we may share relevant information with:

- government departments and funding agencies
- doctors and other health professionals
- regulatory bodies such as SafeWork NSW
- professional advisers such as our accountants, auditors, lawyers and independent investigators
- independent or third-party verifiers

We may also share information when you have given us permission, or when we are required or permitted to do so by law.

How do we keep your information safe?

We take reasonable steps to protect your personal information. Information may be kept electronically or in paper records.

We use security measures such as:

- password-protected electronic systems, with information stored in Australia
- limiting access to authorised people
- securely storing paper records
- securely destroying or deleting records when they are no longer required to be kept

We also have a response plan for dealing with the loss of personal information or a privacy or data breach.

Can I see the information you have about me?

Yes. You can ask us to see the personal information we hold about you.

We will normally provide access free of charge. There are some circumstances where privacy laws may allow us to refuse access or provide access in a different way.

What if my information is wrong?

We want the information we hold about you to be accurate and up to date.

Please tell us if:

- your details change
- something we have recorded is incorrect
- information is missing
- information is out of date

You can ask us to correct your information. In some situations, health records cannot be changed, but you may be able to ask us to add a statement to the record explaining your concerns.

What if I am worried about my privacy?

If you think we have not handled your personal information properly, please tell us.

We will take your concern seriously and investigate it. We aim to respond to privacy complaints as quickly as possible, generally within 30 days.

If you are not satisfied with our response, you can also contact the Office of the Australian Information Commissioner. Where health information is involved, you may also contact the relevant NSW privacy authority.

How to contact us

If you would like to ask a question, access or correct your information, or make a privacy complaint, please contact us:

The Housing Connection
31 Albert Street
Chatswood NSW 2067

Phone: (02) 9415 2311
Email: thc@thc.org.au

Our commitment to you

Your information belongs to your story, and we understand that you trust us to look after it.

We will respect your privacy, only collect information we need, keep it as safe as we reasonably can, and be open with you about how we use and share it. If you have questions or concerns, you can talk to us.

Our formal privacy arrangements are based on the Privacy Act 1988, the Australian Privacy Principles, the NDIS Act 2013 and the NDIS Practice Standards.