

# Key Points

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We will only collect relevant information so we can deliver a good service.

We will keep your information safe.

We will not share your information without your consent.

If however, it's disclosed that you or someone else is currently or at risk of being harmed we have a duty of care and may need to contact another party.

You can have access to view to your information and change if needed.

## What to Do If You Feel Your Privacy Has Been Breached:

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If you feel your privacy has been breached, you can contact one of the following external services for support:

### **Commissioner for Privacy and Data Protection Victoria**

Level 11  
10-16 Queen Street  
Melbourne, Victoria, 3000  
Australia  
Telephone: 1300 666 444  
Fax: 1300 666 445  
Email [enquiries@privacy.vic.gov.au](mailto:enquiries@privacy.vic.gov.au)

### **Homelessness Advocacy Service (HAS)**

2 Stanley Street  
Collingwood, Victoria, 3066  
Telephone: 1800 066 256



## Protecting Your Rights to Privacy

SOUTH PORT COMMUNITY HOUSING GROUP  
259 DORCAS STREET, SOUTH MELBOURNE 3205

# Protecting your Privacy at South Port Community Housing Group

SPCHG uses the relevant legislation to dictate the ways we collect, use, disclose and provide access to any personal information we hold about you.

The legislation is:

- Privacy Act 1988 (Cwlth)
- Privacy and Data Protection Act 2014 (Vic)
- Family Violence Protection Act 2008
- Children Wellbeing and Safety Act 2005 (Vic)
- Health Records Act 2001 (Vic)
- Housing Act 1983 (Vic)

We also protect your information through the following internal rules:

- Files are locked away when not in use.
- Computer access is password protected.
- Paperwork containing personal information is shredded or de-identified when no longer required.

## Purpose for Requiring Personal Information

We need to collect personal information from you in order to deliver a good homelessness/housing support service to you.

To assess your needs we only need very basic information about your address, income, date of birth and the reason for seeking our service.

To provide more in-depth services and support that assists you in becoming more independent we will require more personal information possibly about your current living situation, your family and relationships.

The information collected about you by SPCHG can only be used for the purpose for which it was collected, where it is reasonably expected that it would be used (i.e. within SPCHG), or if you give consent for your information to be used for other reasons.

## Limitations of Privacy

We have a duty of care to our clients, tenants, staff and the general public. We may contact another party if there is a concern that:

- You are being harmed by someone else.
- Someone else is being or is likely to be harmed by you or by another person.
- You are thinking of seriously harming yourself.

The purpose of this is to prevent any harm or further harm from occurring. In this situation we will usually let you know before this happens.

## Access to Your Own Information

You can ask to access your personal information about you held by South Port Community Housing Group. You may also correct information if required.