



PRIVACY POLICY

SERVICE AREA: COMMON GROUND – ORGANISATION WIDE

PURPOSE

This policy details how Rumbalara Aboriginal Cooperative and its related entities including Rumbalara Housing Ltd (Rumbalara) collects, uses and discloses your personal information and how we protect the security of the personal information we hold.

SCOPE

This policy is intended to protect the privacy of anyone who visits or uses our services. Our staff, contractors, students on work placement, board members and volunteers must all follow this policy.

ABOUT THIS POLICY

Our detailed legal obligations are set out in the 13 Australian Privacy Principles (APPs) within the Commonwealth's *Privacy Act 1988*. We are also bound by Victoria's Information Privacy Principles, but our policy is based on the Commonwealth's APPs, as they provide greater rights and better protection.

We want our privacy practices to be open and transparent. To achieve this, our privacy policy is written in simple language; we publish this policy on our website, along with a Privacy Statement that summarises this policy in simple terms; and we provide the Privacy Statement when collecting personal information face-to-face.

We will update this privacy policy when our information handling practices change. Updates will be publicised on our website.

COLLECTING YOUR PERSONAL INFORMATION

Rumbalara collects personal information from clients, renters, housing applicants and others, so that we can provide services and carry out our mission.

“Personal information” means any information that can be connected to your identity, including your name and address, other personal details, and information and opinions about you. Commonwealth and Victorian laws set out how we must manage your personal information to protect your privacy.



Generally, we collect personal information about you to help us provide a service to you – for example, to provide support, health or housing services.

In these situations, we ask you for details about yourself and any other members of your household if relevant to the services we are providing e.g. to put you on a housing waiting list.

We also ask for and collect personal information about you when you contact us, for example to ask for information, or lodge a complaint with us. Without this information, we may be unable to provide you with accurate or detailed information or act on your request or complaint.

We always try to only ask for and collect the personal information we need for the particular function or activity we are carrying out.

In addition, Rumbalara takes part in the Victorian Housing Register. The *Housing Act 1983 (Vic)* allows us in some circumstances to share the personal information of applicants for social housing with other participating registered agencies of the Victorian Housing Register.

(A) COLLECTING SENSITIVE INFORMATION AND HEALTH INFORMATION

We generally only collect *sensitive information* (such as about racial or ethnic origin) and *health information* (such as about a person's disability or mental health condition) about you when we have your consent to collect the sensitive/health information or its required under the law.

You do not have to provide this additional or sensitive information to us, but if you don't tell us about your current circumstances or your health condition or disability, we may be unable to offer you specialist support, health care or housing that suits your specific needs or to make the modifications to your home that you would like.

If you have applied for social housing under the Victorian Housing Register, then Rumbalara can access include your personal information that has been collected by other Victorian Housing Register agencies that you have dealt with.

Our legal obligations for health information is set out in the *Health Privacy Principles in the Health Records Act 2001 (Vic)*.



(B) INDIRECT COLLECTION

We try to only collect your personal information directly from you. However, there are some situations where we may collect your personal information from other sources, for example:

- when you're a member of a household applying for or renting our housing, in which case we may collect personal information about you from another member of the household
- when you authorise us to ask for and collect personal information about you from another source, such as Centrelink or your support worker.
- if we are given personal information about you as part of a complaint against your household.
- When you are captured on our surveillance camera located in the public area of one of our properties.

(C) UNSOLICITED PERSONAL INFORMATION

If we receive your personal information without asking for it, we assess whether the information is reasonably necessary for our use and, if it is not, we destroy or de-identify the information as soon as possible.

We also destroy or de-identify any sensitive information relating to you and received or collected without your consent, unless an exception under the *Privacy Act 1988* applies. Examples of exceptions include where collection of sensitive information is necessary to lessen or prevent a serious threat to someone's life, health or safety; or where the sensitive information relates to a renter, resident or visitor at one of our properties and is necessary for us to carry out our functions as landlord.

(D) ANONYMITY

Where possible, we will allow you to interact with us anonymously or using a pseudonym.

However, for most of our functions and activities we usually need your name and contact information and enough information about the particular matter to enable us to properly handle your enquiry, request, complaint or application, or to act on your report.



(E) COLLECTING THROUGH OUR WEBSITE

If our website allows you to make comments or give feedback, when you do this we will collect your email address and sometimes other contact details. We may use your email address to respond to your feedback. We store this personal information on servers located in Australia.

We may use a range of tools provided by third parties to collect or view website traffic information. These third party sites have their own privacy policies. We may also use cookies and session tools to improve your experience when accessing our website.

The information collected by any of these tools may include the IP address of the device you are using and information about sites that IP address has come from, the pages accessed on our site and the next site visited. We use the information to maintain, secure and improve our websites and to enhance your experience when using them.

(F) COLLECTING THROUGH OTHER SOCIAL MEDIA AND EMAIL

We use social networking services such as Twitter and Facebook to communicate with the public about our work, or for our client to communicate with us or amongst themselves. When you use these services we may collect your personal information, but we only use it to help us to communicate with you and the public. The social networking service will also handle your personal information for its own purposes. These sites have their own privacy policies.

We collect your email and, if you provide it, other contact details when you subscribe to our email list. We only use this information for the purpose of sending you regular updates on our activities, and to administer the lists.

(G) COLLECTING AND USING THROUGH CCTV

For safety purposes, and to ensure our property is not damaged, we may install CCTV cameras in the public-only areas of our properties, but not inside any accommodation. The surveillance footage is not published or publicly available. We only share footage if it is required for legal reasons, for example if we need to report property damage to the police. For privacy reasons, we do not share footage with tenants unless there is footage of you (and no other person) and you have a legitimate reason to view the footage.



USING AND DISCLOSING YOUR PERSONAL INFORMATION

We use your personal information to help us provide you with appropriate and affordable housing services or relevant information about these services, or to deal effectively with your request or complaint. We also use personal information (including some sensitive information) to generate statistical data for reporting to government bodies and to plan for improvements to our services. We take care to ensure that our statistical data and reports cannot be used to identify you.

“Disclosing” personal information means giving your information to someone else or allowing someone else to have access to it. We take care to protect your personal information and we only disclose it when it's necessary and we have the right to do so.

We generally use or disclose your personal information only for the primary purpose it was collected. In some situations, we disclose your personal information for a different (“secondary”) purpose, for example a referral to another organisation for support, health or housing services.

Rumbalara will always ask you to sign a consent to share information for a secondary purpose. Exceptions to this is if we required to disclose your personal information by law (for example, by a court order). We may also disclose your personal information if this is necessary to lessen or prevent a serious threat to someone's life, health or safety or to take action on suspected unlawful activity or serious misconduct. If it's necessary for us to use or disclose your personal information for enforcement related activities, we will make a written note of this.

DISCLOSURE OF PERSONAL INFORMATION OVERSEAS

There would normally be no situation in which we would disclose your personal information to an overseas recipient. The only likely exception is where you have provided an overseas contact for your next of kin in case of emergency.

If you communicate with us through a social network service such as Facebook or Twitter, the social network provider and its partners may collect and hold your personal information overseas.



QUALITY OF PERSONAL INFORMATION

To ensure that the personal information we collect is accurate, up-to-date and complete, we record information in a consistent format, we promptly add updated or new personal information to existing records, and we regularly audit our data to check for inconsistencies.

We also review the quality of personal information before we use or disclose it.

STORAGE AND SECURITY OF PERSONAL INFORMATION

We take steps to protect the security of the personal information we hold. Personal information in electronic form is stored on a secure computer server within our main office and is only accessible by our staff using our password-protected network. Most personal information is recorded in a customised software program that requires an additional password to access.

Client paper files are kept in lockable filing cabinets that can only be accessed by Rumbalara personnel who have a right to do so. Files are only removed from the cabinet when staff are currently working on them.

We destroy personal information in a secure manner when we no longer need it. We retain the personal information of previous Rumbalara clients for the legal minimum of seven years.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

You have the right to ask for access to personal information that we hold about you, and to ask that we correct any errors in that personal information. You can ask for access or correction by contacting us, and we will respond within 30 days. We will usually agree to your request for access and take reasonable steps to correct information we agree is incorrect.

There are some situations where we have the right to reject your request, or to give access but not in the way or to the extent that you asked for – for example, if your request is frivolous or vexatious; or giving access would seriously threaten someone else's health or safety or have an unreasonable impact on their privacy; or there is a law that requires us not to.

We will ask you to prove your identity before we give you access to your information or correct it, and we will try to make the process as simple as possible. If we refuse to give you access to, or correct, your personal information, we must notify you in writing setting out the reasons.



If we make a correction and we have disclosed the incorrect information to others, you can ask us to tell them about the correction. We must do so unless there is a valid reason not to.

If we refuse to correct your personal information, you can ask us to add to it a statement that you believe the information is incorrect and why.

HOW TO MAKE A PRIVACY COMPLAINT

If you want to complain to us about the way we have handled your personal information, you should give us your privacy complaint in writing (by letter or email). If you need help lodging a complaint, you can contact us.

If we receive a privacy complaint from you, we will decide what (if any) action we should take to resolve your complaint. The decision will generally be made by the relevant manager.

We will promptly let you know that we have received your privacy complaint, and we will respond to your complaint within 30 days.

If you disagree with our response you can ask for a formal review by Rumbalara's Privacy Officer. The Privacy Officer will then make a recommendation to the Chief Executive Officer (CEO), and the CEO will make a final decision. Alternatively, you can appeal to the Commonwealth agency responsible for privacy law:

HOW TO CONTACT THE OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER (OAIC):

online Privacy Complaint form ;
OAIC Enquiries Line: 1300 363 992, or from outside Australia + 61 2 9284 9749;
by email to enquiries@oaic.gov.au or by fax to 02 9284 9666;
in writing to GPO Box 5218 Sydney NSW 2001;
If you are deaf, or have a hearing or speech impairment, contact the OAIC through the National Relay Service :
<ul style="list-style-type: none">• Teletypewriter (TTY) users phone 133 677 then ask for 1300 363 992;• Speak and Listen users phone 1300 555 727 then ask for 1300 363 992;• Internet relay users connect to the National Relay Service then ask for 1300 363 992;
If you do not speak English, or English is your second language, call the Translating and Interpreting Service on 131 450 then ask for 1300 363 992



HOW TO CONTACT RUMBALARA

Email: laurie.Sevil@raclimited.com.au
Telephone: 03 5820 0000
By mail: 39 Archer Street, Mooroopna, VIC, 3629

POLICY BREACH

All Rumbalara staff must report a privacy breach to the relevant Executive Manager and/or the Chief Operating Officer /Chief Executive Officer

Privacy breaches must be reported to the Department of Families, Fairness and Housing (DFFH) by the Privacy Officer within 1 business day of the Privacy incident event. The e-form can be found at [Department of Families, Fairness and Housing – Privacy Incident Report](#)

A privacy breach that impacts a client may also need to be reported as a client incident via CIMS

DEFINITIONS

KEY WORK/ABBREVIATION	Definition
CONSENT	Includes express consent (given explicitly, either orally or in writing) and implicit consent (where in the circumstances it can reasonably be inferred). It requires four key elements: <ul style="list-style-type: none"> • The individual is adequately informed before giving consent • The individual gives consent voluntarily • The consent is current and specific • The individual has the capacity to understand and communicate their consent.
HEALTH INFORMATION	includes personal information about a person’s current or previous health or disability, or about their expressed wishes for future provision of health services to them, or about a health service provided or to be provided to them [s6(1) of Privacy Act].



PERSONAL INFORMATION	means information or an opinion about an identified person, or a person who is reasonably identifiable, whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not. See s6(1) of the Privacy Act.
SENSITIVE INFORMATION	includes: health information (as defined); personal information about a person’s race or ethnicity, political opinions or affiliation, religious beliefs or affiliation, membership of a trade union or professional association, sexual orientation or practices, or genetic or biometric information. See s6(1) of the Privacy Act.
TRANSPARENCY AND ACCESSIBILITY	This policy will be available at www.rumbalara.org.au

INFORMATION

PARENT POLICY	
SUPPORTING PROCEDURES	Child Information Sharing Scheme Family Violence Information Sharing Scheme
SUPPORTING SCHEDULES	The name of any schedule(s) made under the parent policy.
ASSOCIATED PROCEDURES	The name of any associated procedure(s). Note: Associated procedures relate to this procedure but are not made under the parent policy.
RELATED LEGISLATION	Charter of Human Rights and Responsibilities Act 2006 (Vic) Youth and Families Act 2005 (Vic) Privacy and Data Protection Act 2014 (Vic) Disability Act 2006 (Vic) Privacy Act 1988 (Cth) Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth) Child Wellbeing and Safety Act 2005 (Vic) Health Records Act 2001 (Vic)



	<p>Family Violence Protection Act 2008 (Vic)</p> <p>Freedom of Information Act 1982 (Vic)</p> <p>Surveillance Devices Act 1999 (Vic)</p> <p>Victims Charter Act 2006 (Vic)</p> <p>Public Records Act 1973 (Vic)</p>
CATEGORY	Governance & Operational
APPROVAL	<p>RAC & RHL Board</p> <p>24/08/2023</p> <p>Out-of-session resolution via email</p>
ENDORSEMENT	<p>Company Secretary: Edel Conroy</p> <p>24/08/2023</p>
POLICY OWNER	Chief Executive Officer, Felicia Dean
DATE EFFECTIVE	24/08/2023
REVIEW DATE	24/08/2026
VERSION	Version number 2
CONTENT ENQUIRIES	felicia.dean@raclimited.com.au