

# Privacy Collection Statement

## 1. Policy Statement

Link Wentworth Housing Limited (**Link Wentworth Housing**) must comply with all relevant Australian privacy legislation and is committed to protecting the privacy of the personal information and sensitive information which it collects and holds.

## 2. Collection and use of personal information

### 2.1 Types of personal information collected by Link Wentworth Housing

Link Wentworth Housing collects information which is necessary to provide you with accommodation services and enable Link Wentworth Housing to manage and operate its business. This may include your name, address, telephone number, government identifiers (such as Centrelink identifier), bank account details, income, ethnicity, date of birth, gender, disability status, health history, family history and lifestyle factors.

### 2.2 How we collect personal information

Link Wentworth Housing will collect your personal information from you or from third parties, such as Centrelink and the Department of Communities and Justice.

### 2.3 How Link Wentworth Housing uses your personal information

Link Wentworth Housing collects and uses your personal information to:

- (a) provide appropriate accommodation services and support services to you
- (b) notify you of services which Link Wentworth Housing or third parties provide which we reasonably consider may be suitable to your needs (such as support services)
- (c) manage and maintain properties used by us in our business
- (d) invite you to events which Link Wentworth Housing facilitates or organises, where Link Wentworth Housing reasonably considers those events are relevant to the services we provide to you
- (e) appropriately manage our business, such as reporting to any third parties to which Link Wentworth Housing has contractual obligations, assessing insurance requirements, conducting audits and maintaining our registration as a community housing provider
- (f) assist in running our accommodation business, including quality assurance programs, billing, improving services, implementing appropriate security measures, conducting research and training personnel; and
- (g) effectively communicate with third parties, including Centrelink, the Department of Communities and Justice, landlords, police department, NDIS providers.

### 2.4 Complete and accurate information

If the personal information you provide us is incomplete or inaccurate, or you withhold personal information, we may not be able to provide the services or support you are seeking, or deal with you effectively.

### 3. Disclosing your personal information

We may provide your personal information to:

- (a) government agencies, such as Centrelink and the Department of Communities and Justice, where you are receiving services from Link Wentworth Housing under arrangements with those agencies
- (b) government departments responsible for social services, health, aged care and/or disability where Link Wentworth Housing has a legal or contractual obligation to do so
- (c) third parties contracted to provide services to Link Wentworth Housing, such as entities contracted to assist in Link Wentworth Housing's business operations, accommodation services, registration processes, quality assurance programs or survey processes
- (d) anyone authorised by you to receive your personal information (consent may be express or implied); and
- (e) anyone Link Wentworth Housing is required by law to disclose your personal information to.

### 4. Events and Services

From time to time, Link Wentworth Housing would like to send you invitations to events and information on services which may be of interest or assistance to you. These may include information about support services offered by Link Wentworth Housing or third-party providers, invitations to tenant information sessions, and invitations to Link Wentworth Housing's tenant family Christmas party.

Please tick the box below if you do not want Link Wentworth Housing sending you information and invitations for these events and services. There are no adverse consequences to you if you choose not to receive these.

**I DO NOT want Link Wentworth Housing using my details for the purposes of sending me information about events and services.**

You can obtain a copy of Link Wentworth Housing's privacy policy by contacting our Privacy Officer at [privacy@linkwentworth.org.au](mailto:privacy@linkwentworth.org.au) or calling 13 14 21 or by visiting [www.linkwentworth.org.au](http://www.linkwentworth.org.au). The privacy policy includes (amongst other things):

- (a) information about the ways in which you can access your personal information and seek correction of any inaccurate personal information; and
- (b) information about how you may complain about a breach of your privacy and how we will deal with such complaint.