

OUR RESPONSIBILITY

Westside Housing Association Inc. has the responsibility and right to ensure that confidential information regarding Westside Housing Association Inc. or its tenants is not divulged by staff members, volunteers, students or Board Members. Confidential information must only be used in performance of duties on behalf of Westside Housing Association Inc.

1. A Confidentiality Agreement must be signed by all staff upon commencement of employment with Westside Housing Association Inc.
2. Discussions with, (or about), a tenant will occur in a private environment unless it is assessed as unsafe for the staff member, the tenant and/or other tenants to do so, or is otherwise inappropriate.
3. Confidential information must not be shared unless:
 - a. It is required as part of the staff members duties; or
 - b. It is a legal requirement; and
 - c. It is made with the explicit permission of the Chief Executive Officer.
4. Except as required by law, staff must not disclose, divulge, communicate to or otherwise place at the disposal of any third party, in any form or by any means, any confidential information. Staff must keep in the strictest confidence any confidential information of which they become aware throughout the performance of their obligations under this policy and their employment contract.

5. All tenants will be informed of the Westside Housing Association Inc. confidentiality procedures including their rights in relation to these procedures.
6. Tenants are to be advised of the following information when they first receive a service from Westside Housing Association Inc.:
 - a. The type of information that will be collected, (i.e. for funders, tenant files, etc.);
 - b. The reason the information is collected;
 - c. Who can access their information;
 - d. How their information is protected;
 - e. Rights to access information;
 - f. Sharing of information, consent and the right to withdraw consent;
 - g. Westside Housing Association Inc. contact information.

Contact details

Westside Housing Association Inc.

478 Port Road, West Hindmarsh, SA 5007

P 08 8155 6070

admin@wha.org.au www.wha.org.au

Privacy & Confidentiality



Westside
Housing Association Inc.

At Westside we give priority to protecting the privacy of your personal information. We do this by handling your information responsibly in line with the Privacy Act 1997.

This brochure details how we use, collect and disclose personal information about you. It replaces any information about privacy we have previously provided to you. Further information is in our Privacy Policy available on our website www.wha.org.au.

HOW WE COLLECT YOUR PERSONAL INFORMATION

We usually collect personal information directly from the customer. We may also collect it from the customer's support providers, or referral agencies, medical practitioners, law enforcement, dispute resolution, statutory and regulatory bodies and publicly available sources.

WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal information to enable us to provide housing services to customers.

WHO WE DISCLOSE PERSONAL INFORMATION TO

We will only share customer's personal information with another individual or organisation when we have the customer's written consent. In certain circumstances we may provide information without the customer's consent to government, law enforcement, and dispute resolution, statutory or regulatory bodies as required by law.

DISCLOSURE OVERSEAS

Westside may use a server hosted overseas to store data, which may include customer's personal information. We regularly review the security of our systems used for storing and sending personal information overseas. Any information disclosed may only be used for the purposes of collection detailed above and system administration.



ACCESS TO YOUR PERSONAL INFORMATION AND COMPLAINTS

Customers can ask for access to the personal information we hold and seek to correct it by contacting our Privacy Officer. We may ask customers to put the request in writing. Our Privacy Policy contains details of how customers can make a complaint about a breach of privacy principles contained in the Privacy Act 1997 (Commonwealth).

Customers can contact us with regard to privacy issues as follows:

Privacy Officer

**Westside Housing Association Inc.
478 Port Road
WEST HINDMARSH SA 5007**

Phone: 08 8155 6070

Customers may contact the Privacy Commissioner if customers are dissatisfied with our response to the customer's request for information at www.oaic.gov.au.