

Collection Statement

1 Policy statement

Link Housing Limited (**Link 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 Housing

Link Housing collects information which is necessary to provide you with accommodation services and enable Link 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 Housing will collect your personal information from you or from third parties, such as Centrelink and the Department of Family and Community Services.

2.3 How Link Housing uses your personal information

Link 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 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 Housing facilitates or organises, where Link 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 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, Department of Family and Community Services, 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 Department of Family and Community Services, where you are receiving services from Link Housing under arrangements with those agencies;
- (b) government departments responsible for social services, health, aged care and/or disability where Link Housing has a legal or contractual obligation to do so;
- (c) third parties contracted to provide services to Link Housing, such as entities contracted to assist in Link 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 Housing is required by law to disclose your personal information to.

4 Events and services

From time to time, Link 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 Housing or third party providers, invitations to tenant information sessions, and invitations to Link Housing's tenant family Christmas party.

If you do not want Link Housing sending you information and invitations for these events and services, please call us on 9412 5111 or email us at enquiries@linkhousing.org.au. There are no adverse consequences to you if you choose not to receive these.

You can obtain a copy of Link Housing's privacy policy by contacting our Privacy Officer (Deon Wyngaard) at privacy@linkhousing.org.au or calling 9412 5111 or by visiting www.linkhousing.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.