

YOUR PRIVACY, CONFIDENTIALITY AND FREEDOM OF INFORMATION FACTSHEET



To protect your privacy, laws are in place to make sure any personal information you provide to Affordable Community Housing Limited (ACHL) is handled responsibly.

The Privacy and Personal Information Protection Act 1998 protects the general information you provide us and your privacy, and the Health Records and Information Privacy Act 2002, protects your health records and information. Under these Acts, ACHL has a legal obligation to notify you about how, why and when we will use your personal and health information.

ACHL also has policies to maintain your confidentiality. The Freedom of Information (FOI) Act deals with your rights to access information we have about you.

What is personal information?

Personal information relating to your tenancy with ACHL may include your name, date of birth, sex, and ethnic or racial origin.

What is health information?

Health information relating to your tenancy with ACHL may include your physical or mental health or disability, health services you need or currently receive, and other information relating to a health service.

How is my information used?

ACHL uses certain personal and health-related information about you to ensure you are allocated an appropriate property. The information will also help us to manage your tenancy and communicate with you effectively. We have a legal obligation to make sure your personal information is protected.

Who will see my personal information?

ACHL staff involved in managing your tenancy will see your personal information. If you lodge an appeal to the Housing Appeals Committee (HAC), we may send them information related to your appeal to assist their review.

In some instances, the law requires or enables ACHL to release personal information to other government agencies or "prescribed bodies". A prescribed body is any organisation in Section 248 (6), Children and Young Persons (Care and Protection) Act 1998 or in Clause 7, Children and young Persons (Care and Protection) Regulation 2000.

Prescribed bodies are:

- The NSW Police Force
- A government department or a public authority (other than the Department of Community Services)
- A government school or registered non-government school or TAFE college
- A public health organisation or private hospital
- A private fostering agency or a private adoption agency
- Agencies that provide residential childcare centres or a childcare services under the Act
- The Family Court of Australia (for the purpose of Section 248 but not Chapter 16A)
- Centrelink (for the purpose of Section 248 but not Chapter 16A)
- The Commonwealth Department of Immigration and Multicultural and Aboriginal Affairs (for the purpose of Section 248 but not Chapter 16A0)
- Any other organisation that has direct responsibility for, or supervision of, the provision of healthcare, welfare, education, children's services, residential services, or law enforcement to children.

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Unit 6, 63-79 Parramatta Rd, Silverwater NSW 2128 Phone: 02 8622 1500 Fax: 02 8622 1599 Web: www.achl.org.au

Can I see my ACHL file?

Under Freedom of Information (FOI) legislation, you have a right to access your personal information. You can ask to see your file by making a written request to ACHL.

(You don't need to make a formal FOI application.) These requests are usually approved, but ACHL will remove sensitive material from the file such as:

- Medical or psychiatric reports not supplied by you
- Confidential material such as complaints from other clients
- Documents concerning the personal or business affairs of another person.

We will write to let you know if your request has been approved and, if so, arrange a time for you to look at your file. An ACHL staff member will be with you while you look at your file. You may make notes, but may not make photocopies, take photographs, or alter the file in any way.

If we do not approve your request to see your ACHL file, you may appeal our decision by submitting an Appeals form.

What if I want to change my personal information?

If you believe the information ACHL has on file is incorrect, out of date, incomplete or misleading, you may ask to have it changed. ACHL will consider the request; however, ACHL has the right to determine if the change you request is appropriate.

Can someone else enquire to ACHL for me?

If you intend to use a tenant group, advocate or another person to make enquiries about your tenancy or your file on your behalf, you will need to give them written permission. The written permission will only relate to you and no one else listed in your tenancy agreement.

Where can I get more information?

For further details or answers to any questions, please visit or call your local ACHL office:

ACHL Silverwater: (02) 8622 1500
ACHL Bankstown: (02) 8760 8500

Website: www.achl.org.au

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