

Fact sheet

April 2011

Privacy and Personal Information Notification



Your personal information

To protect your privacy, legislation is in place to make sure any personal information you provide to Housing NSW and other government agencies is handled responsibly.

This legislation includes the *Privacy and Personal Information Protection Act 1998*, which protects the general information you provide us and your privacy, and the *Health Records and Information Privacy Act 2002*, which protects your health records and information.

Under these Acts, Housing NSW has a legal obligation to notify you, about how, why and when we will use your personal and health information.

What is personal information?

General personal information includes information relating to your tenancy with Housing NSW such as your:

- name
- date of birth
- sex
- ethnic or racial origin.

What is health information?

Health information includes health-related information relating to your tenancy with Housing NSW such as your:

- physical or mental health, or disability
- health services you need or currently receive
- other information relating to a health service

How is my personal and health information used?

Housing NSW needs certain personal information about you to help manage your tenancy. We have a legal obligation to make sure your personal information is protected.

Who will see my personal information?

Housing NSW staff involved in managing your tenancy will see your personal information. If you make an appeal to the Housing Appeals Committee, any information related to your appeal matter will be sent to them.

In some instances, the legislation requires or enables Housing NSW to release personal information to other government agencies, including those involved in child wellbeing (prescribed bodies), health (NSW Health) and law enforcement (NSW Police Force) (see page 2 for information about prescribed bodies).

If you apply to register for a mutual exchange (where one tenant exchanges their Housing NSW property with another tenant) you will be asked to agree to the release of personal information so that you can be contacted by other applicants for the purpose of the mutual exchange.

What if I change my mind about supplying Housing NSW with my personal information?

If you have already provided Housing NSW with personal information but no longer want that information used, you may write to your local office asking that your personal information not be used.

You must remember, however, that Housing NSW may be unable to deliver certain services to you if you withdraw the information needed for us to deliver you services.

What if my personal information changes?

Under legislation, you have a right to access and correct your personal information. To make changes to your personal information, contact your local office.

What if I want someone else to enquire to Housing NSW on my behalf?

If you intend to use a tenant group, advocate or another person to make enquiries about your tenancy, you will have to give them written permission. Housing NSW has developed a form to help you do this, which is available at your local office. In these cases, the written permission you provide only relates to you and no one else listed against your tenancy.

Are all your questions answered?

If all your questions have not been answered in this fact sheet:

- contact your local Housing NSW office or
- call 1300 HOUSING (1300 468 746) or
- visit the Housing NSW website at www.housing.nsw.gov.au

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Prescribed bodies

A prescribed body is any organisation specified 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' under the legislation are:

- the NSW Police Force
 - a government department or a public authority
 - a government school or a registered non-government school or a TAFE college
 - a public health organisation or a private hospital
 - a private fostering agency or a private adoption agency
- agencies that provide residential child care centre or a child care service 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 16A)
 - 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.

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Translation service

Arabic	خدمة الترجمة الخطية والشفهية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450