

## Information Privacy

### Policy

Date effective: 18 November 2016

#### 1. Outcome

The Department of Housing and Community Development ('the Department') receives and holds personal information about its clients, including but not limited to: contact details; income; family relationships; age; sensitive health information, if necessary; and all information necessary to enable the Department to provide efficient and effective housing services. The Department also holds personal information about its staff.

This policy is to ensure that personal information is collected, used, stored and secured in accordance with the provisions of the *Information Act* and Information Privacy Principles.

#### 2. Scope

This policy applies to all personal information held by the Department. The *Information Act* defines personal information as 'government information from which a person's identity is apparent or is reasonably able to be ascertained'.

#### 3. Policy statement

The Department will only collect personal information that is necessary for the provision of housing services and all personal information will be held in accordance with the *Information Act* and Information Privacy Principles located at Schedule 2 of the *Information Act*.

#### 4. Responsibilities

Role	Responsibilities
All staff	<ul style="list-style-type: none"><li>Consult with the Department's Information Officer before considering the release of any personal information held by the Department.</li><li>Be aware of the Information Privacy Principles of the <i>Information Act</i> and relevant policies.</li><li>Do not release personal information without the permission of the client unless it is required by law or for the purposes of law enforcement investigations.</li></ul>
Information Officer	<ul style="list-style-type: none"><li>Apply the Information Privacy Principles of the <i>Information Act</i> in providing advice to staff on possible release of any personal information held by the Department.</li></ul>

#### 5. Performance standards

Personal information is managed in accordance with the *Information Act*.

## 6. Discretionary decision making

No discretion applies to this policy. See Discretionary Decision Making policy.

## 7. Complaints and/or appeals

If a client is not satisfied with either a decision or action of the Department, they can access the Department's complaints and/or appeals processes. For further information, please refer to the Complaints and/or Appeals policies.

## 8. Review of the policy

If at any time the legislative, operating or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed and amended accordingly. This policy will be reviewed within two years of release.

## 9. References

### Legislation

*Housing Act*

*Information Act*

*Public Sector Employment Management Act - Code of Conduct*

*Residential Tenancies Act*

### Policies

Appeals policy

Complaints policy

Discretionary Decision Making policy

## 10. Document change control table

Release Date	Version Number	Approved by (position)	Section amended	Category
18/11/2016	2.01	Director Policy	all	Editorial amendments
16/01/2015	2.00	Chief Executive Officer	all	Revised
2/09/2013	1.00	Executive Director, Housing Operational Client Support	all	New separate policy derived from Housing Services Operational Policy Manual, Chapter 1