

Privacy



We will only collect personal information from you with your knowledge and consent.

Before we ask you for any personal information, we'll explain what we need and why. Then you'll be asked to sign a form giving your consent for us to collect, store and where necessary, share this information with other services.

We will only use your personal information to help with your housing.

We may ask about your:

- Income
- Household size
- Current situation.

You may also be asked to provide sensitive information such as your racial or ethnic origin.

Information you give us will be used to help with your housing and improve our services.

We will not give your personal information to anyone else without your consent, except if required by law.

Your information will only be used by workers who are directly involved in supporting you. We'll get your consent before this information is shared with other services.

These services might include:

- The Department of Health and Human Services (Housing)
- Centrelink
- Australian Institute for Health and Wellbeing
- Specified support agencies.

BeyondHousing respects your privacy, your dignity and your culture. We are a Child Safe organisation and all offices are disability accessible. Interpreter services are also available. All services are free of charge.

These services will provide information to us about your income, housing history etc. Information will be shared verbally and in writing.

We'll make sure your information is not given to other services or people without your consent, except if required by law. BeyondHousing won't provide your details to any marketing company.

Your consent to share your information is valid for six months. You can withdraw your consent at any time.

Your personal information will be protected by BeyondHousing.

All your information is protected by our secure systems and BeyondHousing staff are trained in handling and protecting your personal information.

You have the right to see what information we have about you. Ask a staff member if you'd like to see your file. If the information is incorrect or out of date, you have the right to request a correction.

If you have questions about your privacy, please ask us.

- If you have any questions about your privacy, please speak to a staff member
- If you believe that we have breached your privacy, ask to speak with a Manager
- If you're unhappy with the response, you can make a complaint to the CEO. We will aim to resolve your complaint within 30 days
- If you're not satisfied with our response, you can lodge a complaint with the Commissioner for Privacy and Data Protection at cpdp.vic.gov.au.



Office hours

Monday to Friday
9am – 5pm

BeyondHousing complies with the Privacy Act (1988) and the Privacy and Data Protection Act (2014).

If you would like more information about Privacy go to cpdp.vic.gov.au.

BeyondHousing's Privacy Policy is available from any office or on the website beyondhousing.org.au.

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For further information

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