

Centacare Evolve Housing Fact Sheet

Your Personal Information

Making sure your personal information is kept private and safe is important to us. In Tasmania, there is a law that says your personal information must be kept confidential. This law is called the *Personal Information Protection Act 2004*.

This law is designed to protect the use and storage of personal information. Personal information includes things like:

- your name
- your date of birth
- your contact details
- paperwork and other information about you.

What information do we collect and use?

Centacare Evolve Housing has a Privacy and Confidentiality Policy that explains what information we need to collect, how we manage it and how we are allowed to use it. The policy is available to view or download from our website. We also have a Privacy Statement that clarifies our process.

Our Privacy Statement

Protecting your privacy is important to us. We collect information about our tenants as required to conduct our business and fulfil our obligations, but we do not collect or store unnecessary information. How we share personal information with third parties is described in our Privacy and Confidentiality Policy.

Under our Privacy and Confidentiality Policy we may share your information as required by other organisations or entities for the effective running of our business or as requested by statutory or legal bodies. Examples of with who and why we may share your information includes, but is not limited to, the following:

- Local government (i.e. council officers): Providing contact details for the issue of infringement notices or other council business;
- State or federal government departments (including Centrelink), members of parliament or their staff, ombudsman: As requested by them, or in response to investigations or complaints;
- Maintenance and other service contractors: Providing contact details for them to arrange appointments for maintenance services or other property management processes;
- Property valuers: Contact details for them to arrange appointments to undertake market rental or property valuations;
- Police: As instructed by them or to report matters as deemed appropriate;
- Emergency Services (Tasmanian Fire Service, Police, Ambulance, SES): As required.

We will also use your contact details to provide you with information, advice, request your feedback or other tenancy service material.

We will only share your private information with certain services (for example personal support services) with your prior consent.

More Information:

Our full Privacy and Confidentiality Policy is available on our website <https://centacareevolve.com.au/tenants/policies> or from our office:

Address: Shop 2, 28 Green Point Road, Bridgewater, TAS 7030

Phone: 6173 0060

Email: centacareevolve@aohtas.org.au