

PRIVACY STATEMENT		Document # CEH 012	Print Date N/A
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Standard: Privacy Act 1988 (Commonwealth)		Approved By: Business Manager	Date Approved: 10 Sep 2014

1. Objective

Affordable Community Housing Alliance Tasmania Limited trading as “Centacare Evolve Housing (ABN 23 154 824 969)” (CEH) is committed to respecting your privacy and your personal information. This statement sets out how CEH collects, uses and discloses your personal information. It also sets out some key parts of CEH’s Privacy Policy. CEH’s Privacy Policy may be viewed at <http://centacareevolve.com.au/>.

2. Collecting your personal information

CEH will, if it is reasonable or practicable to do so, collect personal information directly from you. Sometimes you may not be aware that CEH has collected your personal information. If CEH collects your personal information, it will take reasonable steps to notify you of the collection.

On occasion CEH may collect personal information about you from other sources where it is necessary to do so. Examples of other sources that CEH may collect personal information from include, but are not limited to:

- a) schools;
- b) your relatives;
- c) CEH’s service providers; and
- d) information that is publicly available on the electoral roll.

CEH may also collect your personal information if the collection of the information is required or authorised by law or a court/tribunal order.

3. Purposes for collecting personal information

CEH collects, holds, uses and discloses your personal information for the following purposes:

- a) to assess your account application;
- b) to establish and administer your account;
- c) to verify your identity;
- d) to consider any other application made by you for products or services;
- e) for customer relations purposes, including managing CEH’s relationship with you;
- f) to comply with any applicable laws, regulations or codes of practice;
- g) to comply with any payment systems requirements;
- h) for information technology systems development and testing where CEH’s internal computer system is upgraded;
- i) for CEH’s internal operations, including record keeping, risk management, auditing, training, file reviews and account analysis;
- j) to investigate, resolve and prevent complaints;
- k) to make arrangements with other organisations to provide services in relation to CEH’s products and services (for example, CEH may arrange for mailing houses to distribute account statements);
- l) to conduct fraud assessments;

- m) for reporting and data analytics purposes, including for regulatory, management, statistical or research purposes;
- n) direct marketing purposes; and
- o) for any other purpose for which you have given your consent.

If you don't want to receive any more direct marketing material from CEH, you can contact CEH's Privacy Officer at any time in accordance with paragraphs 6 and 7 of this statement.

4. What happens if you do not give CEH your personal information?

If you do not provide your personal information to CEH, CEH may not be able to:

- a) provide you with the product or service you want; or
- b) verify your identity.

5. Disclosing your personal information

CEH may only use and disclose your personal information for the purposes it was collected unless:

- a) you consent to the use or disclosure of the information for another purpose;
- b) the access, use or disclosure is otherwise permitted under the *Privacy Act 1988* (Cth); or
- c) you would reasonably expect CEH to use or disclose the information for another purpose.

Disclosing your personal information to third parties

CEH may disclose personal information about you to third parties. Examples of third parties that CEH may disclose your personal information to include, but are not limited to:

- a) CEH's service providers;
- b) CEH's agents, contractors and external advisors (for example, CEH's lawyers, auditors and Catholic Development Fund Tasmania);
- c) any person acting on your behalf, including your legal and financial advisers;
- d) government and regulatory bodies, law enforcement bodies and courts as required or authorised by law;
- e) external dispute resolution bodies;
- f) other financial institutions; and
- g) any other person where you have given your consent.

Disclosing your personal information overseas

CEH is not likely to disclose your personal information to any overseas recipients.

6. Accessing and correcting your personal information

You have the right to access and correct personal information CEH holds about you.

You can find out how to access personal information that CEH holds about you and seek the correction of that information by:

- a) reading CEH's Privacy Policy available at <http://centacareevolve.com.au/>; or
- b) contacting CEH's Privacy Officer on (03) 6208 6222 or email on privacyofficer@aohtas.org.au and asking for a copy.

7. Complaints

You should let CEH know if you have any queries or concerns about a privacy issue.

You can find out how to make a complaint and how CEH deals with any complaints by:

- a) reading CEH's Privacy Policy available at <http://centacareevolve.com.au/>; or
- b) contacting CEH's Privacy Officer on (03) 6208 6222 or email on privacyofficer@aohtas.org.au.