

INFORMATION ABOUT PRIVACY AND CONFIDENTIALITY FOR TENANTS

Mangrove Housing is committed to protecting your privacy and maintaining confidentiality.

The following information is provided to inform you about why we collect your personal information, when we disclose your personal information and to whom, and how you can access your personal information held by us.

Collecting and using personal information

We will only collect and use personal information that is relevant and required to:

- assist in managing your application for housing , including assessing your eligibility and priority, suitability and affordability of properties, and
- support you in maintaining your tenancy and working toward housing goals.

You can update your information with us at any time to ensure it is accurate. If you believe there is personal information on your file that is inaccurate, incomplete or misleading, you can ask that this is amended.

We may use non-identifying data in certain circumstances. This may include:

- reporting to funding bodies about the services we provide
- service planning to improve how we meet the needs of tenants
- research to help improve our understanding of housing needs and our services.

When we use non-identifying data this means that your personal details such as your name, date of birth, address, contact details are not included.

Sharing information with other services and agencies

We will only share your personal information with other people and organisations with your consent.

Your Client Housing Worker will tell you about what information we may be required to provide to government departments and other people. This may vary according to what type of housing you are applying for.

You will be asked to sign a Consent for Information Sharing form to allow Mangrove Housing to request your information from, or share your information with, any other people, services or agencies. Mangrove Housing will not share your information without your consent except in exceptional circumstances.

Limits to confidentiality

The only time Mangrove Housing may share your information without your consent is if we believe that someone is at risk of harm, or if the law requires us to do so (for example if a criminal offence is committed or if a court orders that we have to provide information).

Storage of personal information

Your personal information is safely and securely stored in locked filing cabinets and all electronically held information is protected by a password. Only authorised staff are able to access your personal information.

Disposal of personal information

Your information is securely archived or disposed of when it is no longer required.

Access to your information

You have a right to access personal information we have collected about you. You can let your Client Housing Worker know if you want to see your tenant records. If we believe there is any information on your tenant record that we are unable to provide you with, we will discuss this with you and let you know how you can appeal any decisions.

Complaints and Appeals

If you would like to make a complaint or an appeal about a decision Mangrove Housing has made, please call us in the first instance as we may be able to quickly resolve the issue.

If you would like to submit a complaint or appeal in writing, this can be given to your Client Housing Worker, handed in to the Mangrove Housing office, sent via post or emailed to reception@mangrovehousing.com.au