

## **What to do if you think your privacy has been breached?**

If you feel your privacy has been breached, or you have been denied access to your information unreasonably you could use our complaints process by writing to us, using the online feedback form on our website or by phoning us.

See our complaints brochure for information about how to register a complaint or speak to a staff member.

If you are not satisfied with the response you can contact one of the following organisations for advice:

### **Office of the Australian Information Commissioner**

GPO Box 5218  
Sydney NSW 2001

P: 1300 363 992  
E: enquiries@oaic.gov.au

**oaic.gov.au**

### **Office of the Victorian Information Commissioner**

(where Unison is acting on behalf of the public sector)

PO Box 24274  
Melbourne Vic 3001

P: 1300 006 842  
E: enquiries@ovic.vic.gov.au

**ovic.vic.gov.au**

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## Contact us

### **Online**

**unison.org.au**

### **In person**

Appointments are available  
Mon to Fri, 9am – 5pm  
(public holidays excluded)  
at our offices.

### **In writing or by phone**

Full list of phone numbers  
and addresses is available  
on our website.

### **Head office**

PO Box 12145 A'Beckett St  
Melbourne 8006.

P: 03 9349 0250



If you need support  
from an interpreter  
please let us know.

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Communities  
that thrive

# Information privacy

## **What is personal information?**

“Personal Information” is any recorded information or opinion that identifies someone, for example name, address, and date of birth.

## **Your information privacy rights**

You have many rights while you are using services of Unison, but there are specific rights related to privacy, including:

- The right to be told about the personal information Unison holds about you, and how it is used
- The right to be assured that any personal information held by Unison about you will be protected from loss and misuse
- The right to choose what personal information you are prepared to tell us. You do not have to tell us everything but it may make it harder for us to provide you with the best service if we don't have full information
- The right to gain access to the personal information held about you, and the right to correct that information if it is inaccurate.

## **Unison's Privacy Policy**

Unison respects your privacy by treating all your personal and sensitive information in accordance with the legislation. Further details about how we collect, handle, use and disclose your personal information are contained in our Privacy Policy.

**If you would like to see a full copy of Unison's privacy policy, go to [unison.org.au](http://unison.org.au), ask a staff member, or call 03 9349 0250.**

## **How we collect your information**

Personal information is collected by our teams when a person walks in to one of our offices with a question, online through our website, through email and phone, and through referrals from other organisations.

## **Why we collect information**

The reason we collect personal information is to provide housing (social, affordable and market rent), services and accommodation for people who are homeless or at risk of homelessness, and services to owners via the management of owners corporations.

This includes assessing applications, managing tenancies or client brokerage, maintaining properties, research and reporting purposes, and generally complying with the law.

## **How we handle your information**

### **Collection of Information**

- Information is collected by Unison if we need it to provide you with a service
- We also collect information for any other purpose authorised or required by an Australian law
- We will, where possible and appropriate, explain why we are collecting the information and how we plan to use it.

## **Use of information**

Information that has been collected about you will only be used in the following circumstances:

- For the purpose for which it was collected
- Where it is reasonably expected that it would be used (e.g. within the same service)
- For the immediate care and safety of a tenant, client, or other individuals
- Where required or authorised by an Australian law, by a court or a tribunal
- For research purposes, however all information will be de-identified
- If you give your consent for your information to be used for other reasons.

### **Consent means that:**

- You have been informed about what you are consenting to
- You provide your consent freely
- Your consent is specific to the issue in discussion, and
- Your consent is current.

## **Protection of your information**

Unison will protect your personal information from loss and misuse. We will store it securely and destroy it when no longer needed.

## **How to access your information**

You can ask to access your personal information. Simply ask a staff member and they will help you with the process. Unison will aim to comply with your request in a timely manner. If access is denied, then you will be told why.