



Privacy statement

The Housing Trust recognises your privacy is very important and you have the right to control the sharing of your information. We know that providing information to us requires trust and we are committed to protecting your information and ensuring your information is used in an ethical and responsible manner. We will at all times ensure we have your permission to collect, share and store information.

| What we will do | How we will do it |
|----------------------------------|--|
| Manage your personal information | We will get your permission to store information |
| | We will hold it in a locked filing system |
| | We have secure premises |
| | We have a password protected database |
| Collect your information | We have trained staff who know they cannot share your information outside of the workplace |
| | We will get your permission to collect information |
| | We will ask you to complete our forms |
| | You will also fill in the Housing Pathways form |
| | If you give us permission we can collect information from other places |
| What do we collect | You will know what information we have collected as you will fill in the form or provide us with the documents we need or tell us who we can talk to |
| | We collect enough information to see if you are eligible for social housing |
| | We collect the personal and financial information of yourself and any household members |
| | We collect financial information to check your eligibility and rent payments |
| | Personal information includes disability or medical information |
| | We collect information through your tenancy to calculate your rent payment |
| | We try at all times to have correct information and you can tell us if something is wrong with the information and we will correct it |
| Accessing your information | You can access information we have collected and recorded about you however we need this in writing |
| Disclosing information | We don't disclose your information to overseas recipients |
| | We may disclose your information to government authorities who have a right to see this information |
| | We may disclose information to emergency services personnel when it is deemed important to your health or the health of others |
| | We may use information which has no names on it as part of |



| What we will do | How we will do it |
|---------------------------------------|---|
| | our government reporting |
| Anonymous or pseudonymous information | We won't give your information to anyone for direct marketing unless we have your permission |
| Sensitive information | You can provide information to us anonymously however sometimes this will prevent us from actioning the information you have provided |
| Unsolicited information | We recognise some information you give us is sensitive and we only collect this to assist you with housing needs |
| | If we receive unsolicited personal information about you we will consider if we could have collected this information ourselves and if not we will destroy it |