

Cornerstone HOUSING LTD. (CORNERSTONE) PRIVACY POLICY STATEMENT

Statement

Cornerstone Housing Ltd recognises its obligation to comply with the Australian Privacy Principles. Cornerstone Housing acknowledges and is committed to meeting its obligations under those principles to its tenants, clients, staff and contractors.

Cornerstone has established and will maintain systems relevant to the collection, use and disclosure, quality, security, accuracy and correction of personal information provided to the organisation in all areas of its operations and practice.

Information held by Cornerstone

Personal information which is held by Cornerstone includes personal and sensitive information about:

- Tenants of Cornerstone and Local Support Groups (LSGs)
- Tenants, staff, job applicants, volunteers and contractors.

Personal information may be gathered by way of forms, email, telephone, face to face meetings and interviews.

Use of Information

Personal information is collected so that:

- Cornerstone and its LSGs may contact you, interact with you, and provide support,
- you may contact appropriate administrative sections within Cornerstone (Boards and Committees); and
- Cornerstone can effectively and efficiently administer its human resources i.e.
 - Housing procedures
 - Maintenance procedures, and
 - Administrative procedures

Security of Information

Cornerstone takes all reasonable steps to ensure that personal information is secure. All computers are connected to secure servers, all user accounts are password protected, and personal information is kept in alarmed premises.

All tenants, employees and volunteers with access to personal information are trained in the need for and are required to respect the confidentiality of all personal information and the privacy of individuals.

Complaints about a breach of privacy

Complaints about any breach in maintaining the privacy of an individual should be addressed to the Privacy Officer. The complainant is to be contacted by the Privacy Officer within one (1) business day of the complaint being received.

Upon completion of the investigation, the complainant is to be advised of the results and any corrective action to be taken. If the matter cannot be resolved following the investigation, the complainant is to be advised of their rights under the Privacy Act or any relevant code, and a report prepared for the appropriate body.

All complaints are, at all times, to be handled in a respectful manner with due consideration to be given to the rights of the complainant.

In the event that a complainant behaves in a vexatious, unreasonable, or disrespectful manner, the Privacy Officer may, at their discretion, discontinue the investigation, but in such case, they must record their reasons for so doing on the relevant file.

Requests for access to personal information

The Privacy Act gives you the right to access personal information held about you and you can ask for the information to be corrected if it is inaccurate. More information is set out in the Privacy Policy. Any request for access to personal information should be directed in the first instance to the Privacy Officer of Cornerstone.

Standard Collection Notice

1. Cornerstone collects personal information, including sensitive information, about you before and during the course of your tenancy.
2. We may include your contact details in tenancy lists or other publications where appropriate. If you do not agree to this you must advise us immediately.
3. Some of the information we may collect is to satisfy specific legislation governing or relating to some practices of Cornerstone and includes information that enables Cornerstone to discharge its duty of care.

