Our House

Privacy Policy

1. Purpose

The organisation “Our House” has developed a Privacy Policy in accordance with the Commonwealth Privacy Act of 1998 and subsequent Amendments. The primary contact for all Our House privacy matters is the Our House Manager. The Our House privacy policy is to be adhered to by all persons/systems interacting with, working for, engaged by or otherwise affiliated with Our House. Our policy informs you of:

- The kinds of information that we collect and hold, which, as an accommodation provider, is likely to be ‘personal information’ for the purposes of the Privacy Act.
- The purposes for which we collect, hold, use and disclose personal information.
- How you may access your personal information and seek the correction of that information.
- How we collect and hold personal information.
- How you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint.
- Whether we are likely to disclose personal information to overseas recipients.

2. What kinds of personal information do we collect and how do we collect it?

The type of information we may collect, and hold includes (but is not limited to):

- Your name, address, contact details (including next of kin), and date of birth
- Employee records
- Medical information
- Financial information

We collect this information:

- Directly from you
- A person who has authority to provide it to us (eg .a medical practitioner)

3. Why do we collect, hold, use and disclose personal information?

We collect, hold, use, and disclose your personal information for the following purposes:

In general:

- To anyone you authorise Our House to disclose information to; and,
- Anyone to whom we are required or authorised to disclose the information by law.

Staff/Contractors of Our House:

- In administering the individual's employment or contract
- To satisfy the legal obligations of Our House

Clients of Our House

- To provide accommodation services to you.
- To communicate with you in relation to your booking.
- To help us effectively manage our accounts and administrative services, including billing, arrangements with IPTAAS, pursuing unpaid accounts.
- Members of the Our House community may from time to time receive fundraising information, publications like newsletters and other marketing material. Information received from clients may be used in external marketing but only once consent has been obtained.

4. How can you access and correct your personal information?

You have a right to seek access to, and correction of the personal information which Our House holds about you. Our House may require you to verify your identity and specify what information you require.

For details on how to access and correct your personal information we hold, please contact the Our House Manager as per Contact Information noted in Clause 6 below. We will normally respond to your request within 30 days.

5. How do we hold your personal information?

Staff are trained and required to respect and protect your privacy. Our House takes reasonable steps to protect information held from misuse and loss and from unauthorised access, modification, or disclosure. This includes:

- Secure transactional electronic systems
- Paper based systems within secured environment
- Secure destruction of information no longer required

6. Privacy related questions and complaints

If you have any queries related to the Our House Privacy Policy, please contact the Our House manager:

- Phone 02 6629 4350 or manager@ourhouse.org.au

We will normally respond to your request within 30 days. If you are dissatisfied with our response, you may refer the matter to the OAIC:

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing to the Office of the Australian Information Commissioner (OAIC):

Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Fax: 02 9284 9666
Post: GPO Box 5218
Sydney NSW 2001
Website: https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint

7. Overseas disclosure

We will not transfer your personal information to an overseas recipient unless we have your consent or are required to do so by law.

8. Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments.

9. Privacy and websites

A current version of our Privacy Policy can be found on our website: ourhouse.org.au

Date ratified by Our House Board: September 25
This Policy will be reviewed annually