

# Privacy Policy

## Residential Independence Pty Ltd

### BACKGROUND

Residential Independence Pty Ltd (**RIPL, we or us**) is a wholly owned subsidiary of the Transport Accident Commission (the TAC) and provides housing services to the TAC that allows some of its most seriously injured clients to regain choice, control and independence in their lives.

RIPL acts in accordance with the *Privacy and Data Protection Act 2014* (Vic) (**Privacy Act**), which contains ten Information Privacy Principles (IPPs), which say how personal information must be handled.

RIPL also acts in accordance with, the *Health Records Act 2001* (Vic) (**Health Records Act**) which has 11 Health Privacy Principles (HPPs), which say how health information must be handled.

This Privacy Policy describes how RIPL collects, handles, uses and discloses personal and health information, when providing services to the TAC's clients. We take the protection of personal information and health information very seriously.

### DEFINITIONS

In this Privacy Policy, some terms are used over and over. These terms are defined below:

**personal information** means information or an opinion that is recorded in any way (for example: on paper, or a computer or in other ways like audio recordings). The information doesn't have to be true. But a person does need to be able to be identified from the information.

**health information** is personal information (as defined above) that *also* contains information about:

- the physical, mental or psychological health of person;
- a disability (at any time) of a person;
- a person's wishes about the health services provided to them in the future; or
- a health service that is being, or will be provided to a person.

**sensitive information** is a type of personal information. It includes information about an individual's racial or ethnic background, political opinions, membership of a political organisation, religious or philosophical beliefs, membership of a professional or trade association or trade union, sexual preferences or practices and their criminal record.

## COLLECTION

RIPL's main function is to provide housing, incorporating electronic assistive technology, that assists people with neuro-trauma to live as safely and independently as possible within their home. When RIPL collects your personal and health information, we do so:

- because we need that information to enable us to carry out our functions or activities, such as providing housing as well as managing and reviewing your tenancy; and
- to exercise our powers and responsibilities under the Residential Tenancies Act 1997 and the Transport Accident Act 1986.

### What this means

We may collect your personal information in a number of situations, including:

- an application for RIPL tenancy;
- to manage your ongoing RIPL tenancy;
- when you use the electronic assistive technology;
- as a result of responding to surveys, providing feedback to us or for research purposes;
- when you visit the website or communicate with us online;
- when you send us an email, letter, fax, text or call us; and
- other situations where a law says that we can.

In most cases we will collect your personal or health information directly from you. However, this isn't always practical. So we may need to collect your information from third parties, such as the tenancy manager, health service providers or any other person or organisation that can provide information relevant to the management of your RIPL tenancy. We will tell you when we do this.

## USE AND DISCLOSURE

We only use and/or disclose personal information for the primary purpose for which it was collected (that is, to manage and support your tenancy) or for other related purposes that help us to perform our functions and powers under the *Residential Tenancies Act 1997* and the *Transport Accident Act 1986*.

### What this means

We may use and/or disclose your information in the following ways:

- in order to manage your RIPL tenancy;
- for research purposes (to improve our services);
- to conduct surveys (in which case your personal information and health information will be de-identified where possible before the results of the survey are disclosed); and
- otherwise where we are required to do so by law.

When we can, we will advise you when your personal information or health information is disclosed to a third party.

## DATA QUALITY

We will take reasonable steps to ensure that the personal information and health information we collect about you is relevant, accurate, up to date and complete.

### What this means

We rely on you to provide us with up to date, accurate information, which is not misleading in the first instance, and to inform us of any changes to your details or circumstances. If you believe that we hold incorrect or out of date information about you, please contact the tenancy manager or your TAC support coordinator to have it updated.

## DATA SECURITY

We will take reasonable steps to ensure that the personal and health information is protected from misuse, loss, unauthorised access, modification or disclosure. The documents and records we collect are stored and kept in accordance with the *Public Records Act 1973*.

You should be aware that there are risks in transmitting information over the internet to us (including by email). In particular, information sent via unencrypted email may be at risk of interception. Although we try to protect your personal information, we cannot promise 100% security of any information transmitted to us online. You send it to us at your own risk.

RIPL takes the following steps to make sure that your information remains secure:

- contracts with external service providers (such as tenancy managers) and other organisations entered into by RIPL contain clauses for the lawful handling of personal information and health information in accordance with privacy laws.

## OPENNESS

We will answer people's questions about how their information is handled, and provide copies of our policies about information handling. You can request a copy of this policy in hardcopy format by contacting your tenancy manager. We can also provide a copy of this policy in languages other than English.

## ACCESS AND CORRECTION

The Privacy Act, Health Records Act and *Freedom of Information Act 1982* provide you with rights of access to your personal information, health information and other information about you held by us and our contracted service providers and agents. If you wish to access, or make a correction to, your personal information or health information, please contact your tenancy manager.

## UNIQUE IDENTIFIERS

"Unique identifier" is a term used to describe an identifier (usually a number) assigned by an organisation to an individual for the purpose of distinguishing them from other individuals. We will only assign unique identifiers to individuals where it is necessary to enable us to carry out any of our functions or activities efficiently.

### What this means

The TAC assigns a claim number to each of its clients. These claim numbers are generated automatically and assist RIPL to effectively manage its tenancies and dealings with the TAC.

## **ANONYMITY**

Wherever it is lawful and practicable, people have the option of not identifying themselves when contacting us. In practice, there are very few occasions where anonymity will be possible in dealings with us. It may be possible for you to remain anonymous in respect of general enquiries regarding RIPL and visiting our website (unless you have cookies enabled, in which case we may collect some information about your website visit). Further detail about our use of cookies is set out in the "website" section below.

## **TRANSBORDER DATA FLOWS**

We may in some circumstances transfer your personal information outside of Victoria where we consider the transfer is necessary to enable us to perform our functions and activities. In these instances, we will take reasonable steps (such as putting in place contractual arrangements) to ensure that the recipient of the information is bound by principles which are substantially similar to the Information Privacy Principles.

## **SENSITIVE INFORMATION**

We do not usually need to collect sensitive information in order to perform our functions or activities. Sometimes you provide it to us (without RIPL asking) in the course of the management of your tenancy.

In circumstances where we incidentally obtain sensitive information in the course of carrying out our functions and activities, we will not use such sensitive information and the sensitive information will not be disclosed except where the use is directly relevant to a function we perform or a power that we are required to exercise.

## **WEBSITE**

The TAC owns and operates the RIPL website. We encourage you to use the RIPL website to find information about us and also to contact us.

We do not endorse or take any responsibility for external (third party) sites you visit via links on our website.

When you visit our website, we collect information using "cookies" for the purposes of operating an efficient online service, tracking the patterns of behaviour of visitors to our website, and providing a tailored experience to visitors to our website (including advertisements). Although you can usually modify your browser to prevent cookie use, if you do this, our website may not work properly for you.

If we show you tailored advertisements, we will not associate a cookie or anonymous identifier with sensitive categories, such as those based on race, religion, sexual orientation or health.