

MANGROVE HOUSING LIMITED PRIVACY POLICY

This policy sets out how Mangrove Housing Limited (“Mangrove Housing”) collects, uses, discloses and manages your personal information and how Mangrove Housing complies with the *Privacy Act 1988* (Cth) and the thirteen Australian Privacy Principles (“APP”).

Privacy is important because the people we deal with at Mangrove Housing expect us to handle their personal information properly and we have a legal obligation to do so.

The Australian Privacy Principles set out the standards, rights and obligations we hold in relation to collecting, storing, accessing and correcting personal information.

WHAT IS YOUR PERSONAL INFORMATION?

When used in this privacy policy, the term ‘personal information’ has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to personally identify you and may include your name, address, telephone number, email address and profession or occupation. If the information Mangrove Housing collects personally identifies you, or you are reasonably identifiable from it, the information will be considered to be personal information.

- **Personal Information** including names, addresses and other contact details; dates of birth; next of kin details; financial information, photographic images and attendance records.
- **Sensitive Information** (particularly in relation to providing appropriate housing services and our work health and safety obligations) including where relevant religious beliefs, government identifiers, nationality, country of birth, languages spoken at home, family court orders and criminal records.
- **Health Information** (particularly in relation to providing appropriate housing services and complying with our work health and safety obligations) including medical records, disabilities, individual health care plans, and counselling reports.

WHAT PERSONAL INFORMATION DO WE COLLECT?

Mangrove Housing may collect information including, but not limited to, email address, physical address, contact details and name. Mangrove Housing will collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in various ways including:

- through your access and use of our website;
- through your enrolment and participation in our events, feedback or surveys; or
- during conversations between you and our representatives.

We may also collect personal information from other people, for example referring agencies, sub-contractors, service providers including health service providers and partner agencies’ publicly available sources such as social media. However, we will only do so where it is not reasonable and practical to collect the information from you directly

and will take reasonable steps to notify the individual, or otherwise ensure that the individual is aware that Mangrove Housing collects or has collected the information, and of the circumstances of that collection.

FOR WHAT PURPOSES DOES MANGROVE HOUSING COLLECT, HOLD, USE AND DISCLOSE YOUR PERSONAL INFORMATION?

Mangrove Housing is registered as a Tier 2 Community Housing Provider under the National Regulatory Scheme for Community Housing (“NRSCH”) and a registered charity under the Australian Charity & Not-for-profit Commission (“ACNC”).

Mangrove Housing collects personal information in order to carry on its business, to provide property-related products and services, to improve our products and services and to communicate with our clients and stakeholders.

Personal information may be disclosed between related bodies corporate of Mangrove Housing and used by those entities for the same purposes for which the collecting company is entitled to use it. Your personal information will not be shared, sold, rented or disclosed other than as described in this policy.

DIRECT MARKETING COMMUNICATIONS

Mangrove Housing may send you direct marketing communications and information about products and services that we consider may be of interest to you if you so desire.

These communications may be sent in various forms, including by telephone, text message, post and email. You consent to us sending you those direct marketing communications by any of those methods. If you indicate a preference for a method of communication, we will try to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from Mangrove Housing by contacting us.

To opt-out of these communications, please contact reception@mangrovehousing.com.au

TO WHOM DOES MANGROVE HOUSING DISCLOSE PERSONAL INFORMATION?

Mangrove Housing takes reasonable steps to ensure that third-party recipients do not use personal information for their own purposes and that those parties comply with Mangrove Housing’s privacy policy. Mangrove Housing does not disclose your personal information, except as stated below.

Mangrove Housing may disclose your personal information to government agencies, our service providers, agents, contractors, partner support agencies, business partners and other recipients from time to time, only if one or more of the following apply:

- you have consented;
- you would reasonably expect us to use or disclose your personal information in this way;
- we are authorised or required to do so by law;
- disclosure will lessen or prevent a serious threat to the life, health or safety of an individual or to public safety;
- where another permitted general situation or permitted health situation exception applies; or
- disclosure is reasonably necessary for a law enforcement related activity.

CONFIDENTIALITY AND SECURITY OF INFORMATION

Mangrove Housing is committed to:

- safeguarding all personal information provided to Mangrove Housing;
- ensuring that personal information remains confidential and secure; and
- taking all reasonable steps to ensure that personal privacy is respected.

Mangrove Housing maintains physical, electronic and procedural safeguards to protect personal information from misuse, interference, unauthorised access, modification or disclosure, and loss or corruption by computer viruses and other sources of harm. Access to personal information is restricted to those employees, joint venture partners, subsidiary companies and third parties who need to know that information.

ACCESS AND CORRECTION OF PERSONAL INFORMATION

Mangrove Housing will provide you with access to your personal information that we hold about you and will take reasonable steps to amend any personal information that is incorrect or allow you to do so. This information may be requested by contacting Mangrove Housing and we will make your information available to you within 30 days of receipt of the request.

PRIVACY COMPLAINTS

Please contact us if you have any concerns or complaints about the manner in which your personal information has been collected or handled by Mangrove Housing. We will make very effort to resolve a complaint around privacy quickly and effectively as soon as Mangrove Housing has been made aware of that complaint.

Contact:

Mangrove Housing Limited
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PO Box 602, Wynnum Qld 4178
Email: reception@mangrovehousing.com.au | Telephone: 0491 381 673