

Your personal information



Keeping your personal information private and safe is important to us.



In Tasmania, there is a law that says your personal information must be kept confidential.



This law is called the *Personal Information Protection Act 2004*.



This law is designed to protect the use and storage of personal information.

Personal information includes things like:

A purple-bordered form with the title "Name" in white. Below the title is a purple person icon and three horizontal lines for text entry.

- your name

A purple-bordered form with the title "Date of birth" in white. Below the title is a purple calendar icon and three horizontal lines for text entry.

- your date of birth

A purple-bordered form with the title "Contact details" in white. Below the title is a purple telephone handset icon and three horizontal lines for text entry.

- your contact details



- paperwork and other information about you.

Who can use your personal information?

In Tasmania, there are several organisations that manage social housing.



Housing Connect is the way to get housing and support in Tasmania.



They work out what housing you need and can also help you find other support services.



There are also several social housing providers.



Their role is similar to a real estate agent or landlord in the private rental market.

Some examples of social housing providers currently working in Tasmania include:



- Homes Tasmania



- Loreto Community Housing



- Community Housing Limited



- Housing Choices Tasmania



- Mission Australia Housing

Wintringham

- Wintringham



- Salvation Army



When you first speak with Housing Connect, they will ask you if they can share your information with the social housing providers.

This may include Homes Tasmania and the other organisations listed above.

What sort of information does Homes Tasmania collect?

When you apply for a home with Homes Tasmania, we will also collect the following information about you:



- your income – how much you are earning



- any assets you have, including things like shares, property and money in the bank



- any property or land that you own or are currently buying



- any health conditions or disability that you may have



- whether or not you are a Tasmanian resident



- any other organisations that are providing you with support.

You will need to provide us with copies of documents and other information such as your:



- passport



- driver's licence



- payslips



- Centrelink details



- paperwork relating to any property or assets that you have.

How does Homes Tasmania use your personal information?

Homes Tasmania may use your personal information to:



- contact you



- contact someone else if there is an emergency



- work out if you can use social housing



- provide you with a service, such as home maintenance or repairs



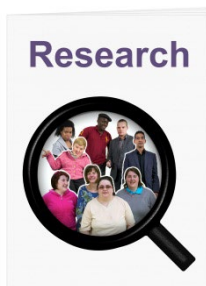
- write to you about any problems that you are having with your tenancy



- contact you if you owe us money



- respond to you if you write to us.



Sometimes, we use information for data collection and research.



This helps us to provide better services.



If we do this, we won't use your name without asking you.

Finding out about your information

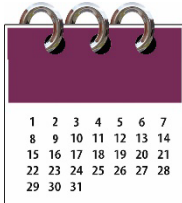


You can ask us about the personal information we keep on file about you.

You can tell us if the information is:



- wrong



- out of date



- misleading



- incomplete.



You can ask us to correct it.



If you are not happy with the way your personal information is being stored or managed, please contact us.



The best people to talk to are those who work in your local office.

Alberta's story



When Alberta got married, she changed her surname.



She wrote to us about this and asked us to update her file.



However, the next few letters she received from us still had her old surname on them.



Alberta called her local office and asked them to update the file.



Now, her letters are addressed to Alberta under her married name.

More information



Call Homes Tasmania on **1300 665 663**



Homes Tasmania
GPO Box 65
HOBART TAS 7001

If you are d/Deaf, hard of hearing, or have a speech/communication difficulty please contact us through the National Relay Service (NRS).



The appropriate contact method for your needs can be found on their website at [NRS call numbers and links | Access Hub](#)

When you know which call channel best suits your needs, provide NRS with the phone number you wish to call.



You can find more information and fact sheets by visiting www.homestasmania.com.au/Your-tenancy