



Last updated and effective as at 11 October 2022

## Tenant Satisfaction Surveys Privacy Policy

### 1. Who is the Community Housing Industry Association NSW?

The NSW Federation of Housing Associations Inc, trading as Community Housing Industry Association NSW, ABN 86 488 945 663 (**CHIA NSW**) is the peak industry body for community housing providers in NSW.

### 2. Why do we do surveys?

It is a National Regulatory System for Community Housing (**NRSCH**) requirement that community housing providers must conduct tenant satisfaction surveys at least every two years. Surveys give tenants a voice and opportunity to give feedback to community housing providers.

CHIA NSW collects and aggregates responses from tenants to prepare Tenant Satisfaction Survey Reports for community housing providers. The reports present the findings of combined tenant feedback such as satisfaction rates with maintenance services.

**You are under no obligation to respond to any survey and may skip any or all questions.** However, by not providing your responses, we will not be able to share your feedback with your community housing providers.

### 3. Purpose of this Privacy Policy

This Tenant Satisfaction Survey Privacy Policy explains how we collect, use and share your personal information when you respond to a Tenant Satisfaction Survey.

By responding to a Tenant Satisfaction Survey (the **Survey**), you consent to our collection, use and sharing of your personal information (including sensitive information) as we describe in this Privacy Policy.

### 4. What information do we collect about you?

**Personal information** means any information about an individual from which that person can be identified. **Sensitive information** means information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association or membership of a trade union, sexual orientation or practices, or criminal record that is also personal information or health information about an individual, or genetic information about an individual that is not otherwise health information, or biometric information that is to be used for the purpose of automated biometric verification or biometric

identification, or biometric templates.

We may collect, use, store and process personal information about you, including:

- identity information, including your name, address, contact details, date of birth;
- information about your race, ethnicity, religion and language(s) you speak;
- information about your health and the health of members of your household such as any long term illness or disabilities;
- information about your wellbeing, such as the level of safety you feel in your household and neighbourhood, and if you or members of your household have had any negative experiences during your tenancy (i.e. domestic violence, discrimination, financial abuse, financial hardship relationship breakdown, racism or verbal abuse);
- information about the housing and support services you and members of your household receive from your community housing provider (i.e. complaint services, repair and maintenance services); and
- information about what government support or benefits or other support or benefits you and members of your household receive;
- any other information you provide in response to a Survey;
- your feedback and opinions about the housing and support services provided by your community housing providers; and
- information about you provided by your community housing provider to assist us in sending this delivering a Survey.

## 5. How do we collect your personal information?

We collect personal information about you:

- directly from you when you respond to a Survey;
- from your community housing provider; and
- from a member of your household when they respond to a Survey on your behalf.

If you provide us with information (including sensitive and health information) in a Survey response about other persons in your household, you have their consent or the authority to provide that information to us.

## 6. Why we collect and use your personal information?

We may collect and use your personal information for any of the following purposes:

- to send the Surveys to you by post or online;
- to create and share aggregated insights about community housing;
- to prepare a report based on survey responses and share this report with your community housing provider - we do not include your name or address in our reports;
- to manage our relationship with you, including notifying you about changes to this Privacy Policy ;
- to operate, administer and protect our organisation, services and our website;
- to send SMS messages or emails to you about activities and offers that may be of interest to you, including reminders to complete the Survey or enter a voluntary prize draw.

## 7. Cookies

Cookies are small data files which are placed on your computer or other devices, including phones or tablets, to remember your accesses as you browse websites, including when you complete this Survey online.

If you complete this Survey online, our third party service providers who administer this Survey for use or community housing service providers, use cookies to minimise the need to ask people not to do the Survey multiple times. They also use other cookies for security, functionality and the essential operation

of services.

Please note that cookies are used for essential operations and to ensure the accuracy and security of Survey data. Changing your cookie settings for cookies may not disable any necessary cookies needed to perform essential operations.

## 8. Disclosure of your personal information

We may share your personal information with others as set out below. We may disclose it to:

- any of our employees, contractors or third parties that help us administer the Surveys or report the findings of the Surveys;
- third parties who provide us with services to manage our organisation's function and activities including website administration;
- third parties who help us to administer and protect our organisation and our online surveys (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data);
- third parties who help us develop and maintain software related to our services, including software that publishes the aggregated Survey data;
- professional advisers, including lawyers, bankers, auditors, audit assessors and insurers who provide consultancy, banking, legal, insurance or accounting services;
- third parties, including authorities, where we are legally obliged or authorised to disclose your personal information to them; and
- with community housing providers or state government in an aggregated anonymised form.

## 9. Storage and security of your personal information

We retain your information for as long as is necessary for the purpose for which it was collected. Most your personal information will be kept by us for a minimum of 7 years.

## 10. Your rights

You have the right:

- to request us to access or correct your personal information;
- to withdraw your consent to receive direct marketing message from us; and
- to make a complaint us or to the Office of the Information Commissioner (**OAIC**) (see information on how to make a complaint here <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>).

If you wish to exercise any of the rights set out above, please contact us as set out below in section 11.

### 10.1 No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of your other rights) under applicable law. However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive.

### 10.2 What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measures designed to ensure that personal information is not disclosed to any person who has no right to receive it.

We may also contact you to ask you for further information in relation to your request to help speed up our

response.

### **10.3 Time limit to respond**

We will try to respond to all legitimate written requests by you regarding your personal information within 30 days after receiving them. Occasionally it may take us longer if your request is particularly complex or you have made a number of requests. In this case, we will let you know and keep you updated.

### **11. Contact or complaints**

If you have any questions, concerns or complaints about how we handle personal information, or wish to exercise your rights as set out in this Privacy Policy or under applicable law, please contact us as follows:

- By post:  
NSW Federation of Housing Associations Inc., CHIA NSW  
Suite 5, 619 Elizabeth Street,  
Redfern, NSW 2016  
Australia
- By email: [privacy@communityhousing.org.au](mailto:privacy@communityhousing.org.au)
- By phone: [(02) 9690 2447]