



Last updated: 11 October 2022

CHIA NSW PRIVACY POLICY

1. Introduction and purpose of this Privacy Policy

This privacy policy will inform you as to how NSW Federation of Housing Associations Inc trading as Community Housing Industry Association NSW ABN 86 488 945 663 (“**CHIA NSW**”, “**we**”, “**us**” or “**our**”) collect and process your personal information through your use of our services, including your use of our website at [www.communityhousing.org.au] (“**website**”), membership services and our online services and platforms.

This privacy policy incorporates by reference and includes:

- [the Tenant Satisfaction Survey Privacy Policy](#),
- [the website Terms of Use](#).

2. Changes to our Privacy Policy

We reserve the right to change our Privacy Policy as our business changes. You can tell if this Privacy Policy has changed by checking the revision date that appears at the beginning of this Privacy Policy. Continued use of our services or systems after we publish or communicate a notice about any changes to this Privacy Policy means that you are consenting to the changes.

Any changes we may make to our Privacy Policy will be posted on our website or, where appropriate, we will communicate the changes to you by email or other means. The changes take effect from the date of posting or communication. This Privacy Policy is effective on the date set out at the top of the page.

If you would like a permanent record of this privacy policy please print a copy.

3. Third party links

Our website may include links to other websites, plug-ins and applications provided by others, including those acting on our behalf. Clicking on those links or enabling those connections may allow third parties to collect or share data about you, and have their own privacy policies. We do not control third party websites and are not responsible for their privacy policies or actions. When you leave our website, we encourage you to read the privacy policy and terms of use of every website you visit.

4. The personal information we collect about you

Personal information means any information about an individual from which that person can be identified. It does not include information where the identity of the individual has been removed (de-identified data).

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 name, title, company name, job title, gender and date of birth;

- contact information, including billing address, delivery address, email address and telephone number(s);
- purchase and transaction information, including details about payments to and from you and other details of services you have purchased from us
- user account information, including your username and password, your interests, preferences and feedback;
- member service information, including your enquiries and comments;
- publicly available information about you; and
- technical and usage information, being details of your visits to our websites or data collected whenever you use or interact with our online services, including traffic data, location data, website usage and other communication information. Please also refer to our Cookies section below [Section 10] for more information about how cookies collect data about you.

We also collect personal information of our members' tenants when members disclose such information to us or request that we collect information from their tenants directly, including when we conduct Tenant Satisfaction Surveys. [The privacy policy providing detailed information and notices about the Surveys and collection of such data in connection with the Surveys can be found here.](#)

We use computer "cookies" to make your experience more efficient, convenient and personalised. By using the website you consent to our use of cookies. Whenever you browse our website, we automatically receive and record information such as:

- your IP address;
- browser type;
- domain name; and
- specific web pages you click

This data may also be used in communications, such as our annual report, but we do not identify individuals in these communications. Cookies should not contain personal information other than your IP address and any that is not required for you to browse our website.

Cookies allow you to take full advantage of some of our site's features, and we recommend that you leave them turned on. To learn more about cookies and how to use them visit the Help portion of your internet browser.

We use Google Analytics, a web analytics service provided by Google, Inc. ("**Google**") to collect certain information relating to your use of the Services. Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the website. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above. For more information regarding Google



Analytics please visit Google's website, and pages that describe Google Analytics, such as www.google.com/analytics/learn/privacy.html.

We may use how you browse and transact in order to show you advertisements that are more relevant to your interests. We may use cookies and other information to provide relevant interest-based advertising to you. Interest-based ads are ads presented to you based on your browsing behaviour to provide you with ads more tailored to your interests. These interest-based ads may be presented to you while you are browsing our site or third-party sites not owned by us. To learn more about interest-based advertisements visit the Digital Advertising Alliance and the Network Advertising Initiative websites (www.aboutads.info and www.networkadvertising.org).

Do Not Track (**DNT**) is a privacy preference that users can set in their web browsers. DNT is a simple way for users to inform websites that they do not want certain information to be collected. When you turn on DNT in your browser, we no longer have visibility to the sites you visit after you have left our website. We will continue to track the parts of our website which you visit, including information about your checkout. However, when you turn on DNT in your browser, we stop collecting information about your recent visits to websites that have integrated our buttons or widgets. We stop collecting the unique browser cookie that links your browser to visits to these websites for tailoring suggestions or ads.

5. If you fail to provide personal information

If you choose not to provide the personal information we request, we may not be able to supply you with our services.

6. How is your personal information collected?

We use different methods to collect information from and about you including through:

- the forms you complete on our website, or through our Industry Data Hub, online (through your web browser) or at an in person event, or through you corresponding and communicating with us by post, telephone, email or otherwise. This includes information you provide when you:
 - - create an account on our website or use our online services including the Industry Data Hub;
 - become a member or participate in our member activities;
 - request or receive our services, whether as a member or otherwise;
 - subscribe to our newsletters;
 - register or attend our events;
 - request or agree to marketing to be sent to you or when you respond to it;
 - give us feedback;
 - submit payments to us;
 - required to make payments to individuals or entities or
 - complete one of our Tenant Satisfaction Surveys; and
 - publicly available sources such as your website, media and publications; and
 - your interactions and use of our website and the online services, such as your location data, website usage and other communication data. Please see our Cookies section below [Section 11].

7. Purposes for which we will collect or use your personal information



We may collect and use your personal information for any of the following purposes: to register you as a new member or an event attendee;

- to process, manage and deliver our member and other services, or otherwise fulfil our obligations arising from any contracts entered into between you and us (including to provide you with the Industry Data Hub or Industry Data Hub Subscription services);
- to manage our relationship with you, including notifying you about changes to our [Tenant Satisfaction Survey Privacy Policy](#), [website Terms of Use](#), [Cookies Policy](#) or this Privacy Policy;
- to enable you to participate in competitions or promotions sponsored by us, or complete a survey, and to offer those to you;
- to administer and protect our organisation, our online services, and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data);
- Make and receive payments
- to conduct and analyse market research;
- to use data analytics to improve our website and services or develop new products and services, marketing, member relationships and experiences;
- to provide and promote our websites and services;
- to provide you with information about our products and services;
- to manage your registration for and attendance at events as well as office visits;
- to manage your registration for subscriptions and accounts;
- to communicate with you;
- to maintain the security of the services;
- to improve performance of the services;
- to review compliance with applicable usage terms (including capacity requirements);
- to identify future opportunities for development of the services;
- to complete transactions with you when you purchase our products or services;
- to administer surveys and conduct research;
- to display personalised advertisements to you and to send to you marketing communications about us, our products and our services; and
- to comply with our legal obligations under applicable laws and to cooperate with public and government authorities as required.
- to make suggestions and recommendations to you about publications, events, programs, services or offers that may be of interest to you where you have agreed to or opted in to receive such marketing information; and
- to create reports or to create aggregated data to share publicly as insights, trends, and as industry submissions, such as to government, and other lobbying activities.

8. Disclosure of your personal information

We may share your personal information with the people or organisations set out below:

- any of our board members, partners, members or sponsors;
- third parties who we engage to provide us with services help us to operate and improve this website, our services and our organisation;
- professional advisers, including lawyers, bankers, auditors, audit assessors and insurers who provide consultancy, banking, legal, insurance or accounting services; or
- third parties, including authorities, where we are legally obliged or authorised to disclose your personal information to them; or
- our other contracted service providers that process personal information on our behalf for IT and system administration, hosting, credit card processing, research and analytics, marketing, customer support and data enrichment; and



- to third parties, as set out in our Industry Data Hub Subscription Agreement including if you are using our services as an authorised user, with the CHIA NSW customer responsible for your access to the services for verifying your account, investigating suspicious activity and reviewing compliance with our usage terms and policies.

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 and to comply with applicable law. Most of your personal information will be kept by us for at least 7 years.

10. Cookies

[Our cookie policy, which includes the cookies our website and online services use, can be found here.](#)

11. Your rights

Under Australian law, you have the following rights in relation to your personal information:

- to request us to access or correct your personal information; or
- to withdraw your consent to receive direct marketing messages from us;
- to make a complaint to the Office of the Information Commissioner (**OAIC**) (see information on how to make a complaint at <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 12.

11.1. 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.

11.2. 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 measure 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.

11.3. 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.

11.4. Opting out

If you receive promotional emails, marketing communications, text messages or other communications from us and you wish to stop receiving you may opt out by clicking 'Unsubscribe' at the bottom of an email or text you receive from us. You may also contact us



to opt-out. If you ask us to remove your information from our list, we will maintain your name in a "do not contact" file to ensure we can honour your request.

Depending on what programs you are enrolled in may require additional opting out.

It may take up to **10** days to process your email or text message, during which you may continue to receive communications from us.

12. Contact

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
- By telephone: [(02) 9690 2447]