

# Information privacy

## Policy

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2.02	30/03/2022	Operational Policy	Rebranded
2.01	18/11/2016	Director Policy	Editorial amendments
2.00	16/01/2015	Chief Executive Officer	Revised
1.00	2/09/2013	Executive Director, Housing Operational Client Support	New separate policy derived from Housing Services Operational Policy Manual, Chapter 1

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## 1. Outcome

The Department of Territory Families, Housing and Communities ('the Department') receives and holds personal information about its clients, including but not limited to: contact details; income; family relationships; age; sensitive health information, if necessary; and all information necessary to enable the Department to provide efficient and effective housing services. The Department also holds personal information about its staff.

This policy is to ensure that personal information is collected, used, stored and secured in accordance with the provisions of the *Information Act 2002* and Information Privacy Principles.

## 2. Scope

This policy applies to all personal information held by the Department. The *Information Act 2002* defines personal information as 'government information from which a person's identity is apparent or is reasonably able to be ascertained'.

## 3. Policy statement

The Department will only collect personal information that is necessary for the provision of housing services and all personal information will be held in accordance with the *Information Act 2002* and Information Privacy Principles located at Schedule 2 of the *Information Act 2002*.

## 4. Roles and responsibilities

Roles	Responsibilities
All staff	<ul style="list-style-type: none"> <li>• Consult with the Department's Information Officer before considering the release of any personal information held by the Department.</li> <li>• Be aware of the Information Privacy Principles of the <i>Information Act 2002</i> and relevant policies.</li> <li>• Do not release personal information without the permission of the client unless it is required by law or for the purposes of law enforcement investigations.</li> </ul>
Information Officer	<ul style="list-style-type: none"> <li>• Apply the Information Privacy Principles of the <i>Information Act 2002</i> in providing advice to staff on possible release of any personal information held by the Department.</li> </ul>

## 5. Performance standards

Personal information is managed in accordance with the *Information Act 2002*.

## 6. Discretionary decision making

No discretion applies to this policy. See Discretionary Decision Making policy.

## 7. Complaints and/or appeals

If a client is not satisfied with either a decision or action of the Department, they can access the Department's complaints and/or appeals processes. For further information, please refer to the Complaints and/or Appeals policies.

## 8. Review of the policy

If at any time the legislative, operating or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed and amended accordingly. This policy will be reviewed within two years of release.

## 9. References

### 9.1. Legislation

*Housing Act 1982*

*Information Act 2002*

*Public Sector Employment Management Act - Code of Conduct 1993*

*Residential Tenancies Act 1999*

### 9.2. Policies

Appeals policy

Complaints policy

Discretionary Decision Making policy