



Scan the QR code to read our Privacy and Confidentiality Policy

### Contact us

For more information, visit our website, contact one of our offices or email us at [info@beyondhousing.org.au](mailto:info@beyondhousing.org.au)

#### Seymour

03 5735 2000

54 Tallarook St, Seymour

#### Shepparton

03 5833 1000

49 Stewart St, Shepparton

#### Wangaratta

03 5722 8000

40 – 42 Rowan St, Wangaratta

#### Wodonga

02 6055 9000

Level 4, 111-113 Hume St, Wodonga

[beyondhousing.org.au](http://beyondhousing.org.au)

# Beyond housing

Not homeless



# Beyond housing

## ➤ Privacy and Confidentiality

# Feel confident your privacy will **Be** respected



## ➤ Privacy and Confidentiality

**Your trust and well-being are our top priorities as we support you through your housing journey with respect, empathy, and confidentiality.**

### Privacy and You

At Beyond Housing, we respect your privacy. We adhere to the Privacy Act 1988 (Cth), the Privacy and Data Protection Act 2014 (Vic), and other relevant legislation, ensuring your personal information is safeguarded.

### Information Sharing

We are a prescribed Information Sharing Entity under various schemes, prioritising child and victim-survivor safety and always respecting the need for privacy.

### Our Commitment

- ✓ Collecting your information with consent and clarity.
- ✓ Using your personal data for housing assistance.
- ✓ Protecting your information with secure systems and trained staff.

### Your Rights

- ✓ Access to your personal information on request.
- ✓ The right to correct any outdated or incorrect information.
- ✓ Your information is shared only with your consent, except as required by law.

### Questions and Feedback

Our team is here to address any privacy concerns you might have. We're committed to transparent and responsive communication.



If you think your privacy has been breached:

- Ask to talk with a Team Leader.
- If you're not satisfied with their response, ask to speak with a Program Manager.
- If you still have concerns, you can lodge a complaint with the CEO, who will endeavour to address it within 30 days.
- If you remain unsatisfied, you can contact the Office of the Victorian Information Commissioner at 1300 006 842 or visit their website at [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au)