

PERSONAL INFORMATION

All applications for housing go through an approval process, which involves access to your personal information by BHC. Your personal information is collected in a fair, lawful and non intrusive manner.

Personal information is any information about your identity that is apparent or can be reasonably ascertained. Your information is collected by BHC if it directly relates to the administration of providing and managing housing for eligible households.

Types of personal information that may be collected includes your name, contact details, household type and size, date of birth and income status.

ABN: 101263834

STREET ADDRESS:
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E: reception@bhcl.com.au

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OFFICE HOURS:
Monday 8:30am – 5:00pm
Tuesday 8:30am – 5:00pm
Wednesday 8:30am – 5:00pm
Thursday 8:30am – 5:00pm
Friday 8:30am – 5:00pm
Saturday Closed
Sunday Closed

*Closed Public Holidays

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PRIVACY Information



WHAT WE DO WITH PERSONAL INFORMATION

- Use it to carry out our responsibilities under funding agreements and relevant legislation
- Inform statistical analysis to monitor and evaluate our services
- Notify the State Government when your household is adequately housed
- BHC takes measures to detect and prevent the fraudulent use of your personal information

DISCLOSURE OF PERSONAL INFORMATION

BHC will disclose information in accordance with our Privacy Policy, where you have consented to such disclosure.

BHC may also disclose personal information if required by law.

CORRECT AND SECURE PERSONAL INFORMATION

BHC will take all necessary steps to ensure your personal information is used and disclosed in an accurate manner. This includes confirmation that information is up to date and complete.

Personal information is stored safely and protected by BHC from misuse, loss, unauthorised access and modification.

YOUR PERSONAL INFORMATION

You can access your personal information by sending us a written request.

If at anytime you believe our records are inaccurate, incomplete or out of date, you may write or email us a request to change your personal information.

You may request from your housing manager, in writing, a copy of BHC's Privacy Policy at any time free of charge.

COMPLAINTS

If an individual or organisation has a complaint about any privacy matters with BHC, the complaint will be dealt with through the BHC Complaints Policy and reviewed where necessary by the Privacy Officer.

