



## **THE VASEY HOUSING ASSOCIATION, N.S.W.**

### **PRIVACY STATEMENT**

Vasey Housing is committed to providing you with the highest levels of service. This also includes protecting your privacy. From the 21 December 2002, we will be bound by new sections of the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information.

Following is the information that the Privacy Act requires us to communicate. We recommend that you keep this information for future reference.

#### ***Your Personal Information***

Personal Information held by Vasey may include your name, date of birth, current and previous addresses, telephone/mobile phone numbers, e-mail address, financial details, occupation, information on your health, and possibly details of your war service, or that of your spouse.

If you choose not to provide personal information, we may not be able to provide you the relevant assistance and services offered by the association.

#### ***How we collect Personal Information***

Vasey collects Personal Information in a number of ways, including: -

- Directly from you, when you provide information by phone, or in documents such as an application form;
- Details regarding your health, which are provided to us by your medical practitioner (with your consent);
- From a like organisation who may be trying to locate accommodation for you, on your behalf;
- From information provided to the association from Government Departments, where the Association's confirmation of details is required for you to access government benefits;
- From family members, friends or your Power of Attorney.

#### ***How we use your personal information***

Your personal information may be used in order to: -

- Provide the services you require;
- Administer and manage those services, including charging, billing and collecting debts;
- Inform you of information regarding the management and financial position of your Retirement Village.
- Maintain and develop our business systems and infrastructure, including better means of communication, and the presentation of information to you.



We will also use your personal information to keep you informed of our services. However, should you not wish us to contact you regarding our services, please call (02) 9299 3951.

### ***Help us to ensure we hold accurate information***

Vasey takes all reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That is why we recommend that you:

- Let us know if there are any errors in your personal information; and
- Keep us up to date with changes to personal information such as your name or address.

To assist us in ensuring the accuracy of your personal information we will ask our residents to update this information every 12 months.

### ***You can access your personal information***

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons.

Vasey reserves the right to charge a fee to cover our costs for searching for and providing access to your information.

### ***Who will see or have access to your personal information***

Only the Staff and Directors of Vasey Housing will have access to your personal information.

However we may be required under government legislation to supply information to someone else, **for example:** The Retirement Villages Act 1999 may allow access by the Office of Fair Trading.

### ***How to contact us***

If you have any questions in relation to privacy, please contact us on (02) 9299 3951 between 9.00am and 5.00 pm, Monday to Friday.

Alternatively, you can write to our

General Manager  
The Vasey Housing Association, N.S.W.  
G.P.O. Box 3640  
SYDNEY NSW 2001