

Privacy Collection Notice

This notice explains how CHL collects and manages personal information when providing services.

For further information refer to *CHL's Privacy Policy* or email privacy@chl.org.au. If you're not satisfied, you also may contact the Office of the Australian Information Commissioner (OAIC).

1. What personal information CHL collects

CHL may collect personal information depending on the services provided and the individual's relationship with CHL.

This may include:

- contact and identification details
- household, tenancy, income and financial information
- support, health or wellbeing information where required
- application, eligibility and service delivery information
- information from government agencies, support providers or authorised representatives
- website and digital usage information, including IP address, browser type and cookie data.

2. Why CHL collects personal information

CHL collects personal information to:

- assess eligibility for housing and services
- manage tenancies and deliver services
- communicate with tenants, applicants, support providers and government agencies
- meet legal, regulatory and funding obligations
- manage complaints, incidents and investigations
- support operations, reporting, service improvement and digital systems.

3. How CHL collects personal information

CHL may collect personal information:

- directly from individuals
- through applications, forms, correspondence and interactions
- from government agencies, support providers, representatives and referral bodies
- from publicly available sources

- through CHL systems, websites and digital platforms.

Where information is collected from third parties, CHL will take reasonable steps to ensure the individual is aware.

Individuals may adjust browser settings to not accept cookies.

4. What happens if information is not provided

If required personal information is not provided, CHL may not be able to:

- assess eligibility for services
- provide housing or support services
- meet legal, regulatory or funding obligations.

5. Who CHL may disclose personal information to

CHL may disclose personal information to:

- CHL employees and related entities
- government agencies and regulators
- support providers, contractors and service partners
- financial institutions, debt collection or legal representatives where required
- technology providers and system service providers supporting CHL operations
- other parties where authorised or required by law.

Some CHL service providers may be located overseas. CHL will take reasonable steps to ensure personal information is managed in accordance with privacy obligations.

6. Access, correction and complaints

Individuals may request access to or correction of their personal information, or make a privacy complaint, by contacting: privacy@chl.org.au.

Where required by law, CHL may notify affected individuals if a privacy or data breach involving their personal information is likely to result in serious harm.

Tenant is used as a general term and includes Renter in Victoria, in line with Residential Tenancies Act 1997 (Vic) as amended.