

### PRIVACY POLICY – ADVANCE TO ZERO WIDE BAY

'We', 'us', 'our' and Wide Bay Advance to Zero (**WB Zero**) refers to the collective of organisations partnering together for the purpose of reducing homelessness for individuals, youth, and families sleeping rough – on the streets, in parks, tents, cars, and/or cycling in and out of motels and emergency accommodation. And ending rough sleeping by 2035. For a detailed list of members and supporters of the collective refer to our website.

WB Zero is dedicated to:

- Coordinating access to housing, healthcare and community services to meet your needs.
- Advocating for the housing, healthcare and services that our community needs.

This policy outlines how we, as a collective, manage and protect your personal details.

By providing your details to a member of the collective in connection with WB Zero, you consent to our collecting, holding, using and disclosing your personal information in accordance with this policy.

### WHAT IS PERSONAL INFORMATION?

'Personal information' is information or opinions relating to a particular individual who can be identified. Information is not personal information where the information cannot be linked to an identifiable individual.

### WHAT KINDS OF PERSONAL INFORMATION DO WE COLLECT AND HOLD?

We may collect and hold personal information about you such as your name, address, email address, phone number, financial information, date and place of birth.

We may also collect and hold sensitive information such as your cultural identity, housing history, experiences of discrimination, social and daily needs including access to hygiene facilities and services, wellbeing and safety status and health status.

Providing your information to be used in WB Zero is optional, and you will still receive support services if you choose not to do so.

### WHY DO WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION?

We take reasonable steps to only use personal information for the purposes for which we collect it. The primary purpose for which we collect, hold and use personal information is to coordinate access to housing, healthcare and community services to meet your needs.

We may also collect, hold, use and disclose personal information for secondary purposes that we expect to be within your reasonable expectations.

From time to time, we may disclose personal information to third parties. We may also disclose personal information when we believe that doing so is required by law or necessary to protect the property, rights or safety of any person.



## HOW DO WE HOLD PERSONAL INFORMATION?

Generally, we hold personal information in our electronic database that is operated by CSnet. We may also hold personal information physically from time to time. Approved database users of the collective have access to the personal information in the electronic database.

## HOW DO YOU MAKE COMPLAINTS AND ACCESS AND CORRECT YOUR PERSONAL INFORMATION?

You may request access to the personal information held by us or ask us for your personal information to be corrected.

We may deny access to personal information if we deem it necessary to do so, for example, if you do not provide proof of identity, the request is unreasonable, providing access would pose a serious and imminent threat to the life or health of any person, providing access would have an unreasonable impact on the privacy of another person or there are other grounds to deny the request.

If we become aware that the personal information that we hold is not accurate, complete and up to date, we will take reasonable steps to correct it so that it is accurate, complete and up to date, where it is appropriate to do so.

If you wish to complain about our handling of your personal information, we encourage you to submit the complaint to us in writing using the contact details below. We will endeavour to respond in a reasonable period of time.

If you have any queries or complaints about our privacy policy, please contact us at [wbzero@ifys.com.au](mailto:wbzero@ifys.com.au)

## CHANGES TO THE POLICY

We may update, modify or remove this policy at any time without prior notice. Any changes to the privacy policy will be published on our website.

