

Carlton Student Housing Privacy Policy

Privacy Policy

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Privacy Policy

1. We respect your privacy

- 1.1 We respect your right to privacy and this policy sets out how we collect and treat your personal information.
- 1.2 “Personal information” is information we hold which is identifiable as being about you.

2. What personal information we collect

- 2.1 We may collect the following types of personal information from you:

- (a) name, previous name;
- (b) phone number;
- (c) information about enquiries you have made;
- (d) communications between us;
- (e) credit card information;
- (f) email address;
- (g) date of birth;
- (h) next of kin or whom to contact in case of emergency;
- (i) previous rental history;
- (j) academic courses you are enrolled in.

- 2.2 In some instances we may collect “sensitive information”, for example:

- (a) information about your health or disabilities;
- (b) any dietary requirements.

3. How we collect your personal information

- 3.1 We collect personal information from you by extracting information from a variety of sources, including:

- (a) residential applications and renewals;
- (b) electronic or personal interaction with us;
- (c) when you access our website;
- (d) when you enter a residential agreement.

- 3.2 We take reasonable steps to ensure that your personal information is secure.

4. Use of your personal information

- 4.1 We use your information to:

- (a) provide our goods and services to you;
- (b) comply with our legal obligations including under the following legislation:

- (i) Liquor Control Reform Act;
 - (ii) Residential Tenancies Act;
 - (iii) Occupational Health and Safety Act;
 - (c) comply with the rules of the peak bodies with which we are associated;
 - (d) let you know when rooms become available;
 - (e) contact the appropriate person in an emergency;
 - (f) return your possessions left at our properties.
- 4.2 We do not provide your information to third parties, except that we may provide your information to our business partners who assist us in the provision of our services to you, eg the locksmiths, the cleaners.
- 4.3 Because of the requirements in the legislation listed above we cannot provide for anonymity and pseudonymity when you deal with us.

5. Disclosure of your personal information overseas

We do not disclose your personal information to overseas recipients.

6. Security of your personal information

- 6.1 We take reasonable steps to protect your personal information. However we are not liable for any unauthorised access to this information.
- 6.2 We destroy or de-identify your personal information when it is no longer required for the purpose we collected it.

7. Access to and correction of your personal information

- 7.1 Generally you can access your personal information by contacting us. We may charge a reasonable administration fee for this access.
- 7.2 We may not give you access to your personal information in the following circumstances:
- (a) giving you access would pose a serious threat to the life, health or safety of any individual or to public health or public safety;
 - (b) giving access would have an unreasonable impact on the privacy of other individuals;
 - (c) the request for access is frivolous or vexatious;
 - (d) the information relates to existing or anticipated legal proceedings;
 - (e) giving access would prejudice negotiations we are having with you;
 - (f) giving access would be unlawful;
 - (g) giving access would impede an investigation into serious misconduct or suspicious matters;
 - (h) giving access would reveal material that is commercially to us.

7.3 We will respond to any request for access to personal information within a reasonable time and if we do not give you access we will tell you why.

7.4 Apart from the persons who need to know for the purpose we collected the personal information, we only provide access to personal information to the person to whom it relates.

8. Complaints about privacy and access refusal

8.1 If you have any complaints about our privacy practices, or being denied access to your personal information please feel free to send in details of your complaints to us. We take complaints very seriously and will respond shortly (usually in less than 30 days) after receiving written notice of your complaint.

8.2 If you are still unsatisfied you can refer your complaint to the Information Commissioner on www.oiac.gov.au

9. Changes

9.1 Please be aware that we review this Privacy Policy from time to time and we may change this Privacy Policy in the future. If you would like to make comments about our Privacy Policy please direct them to us.

9.2 Revised versions of the Privacy Policy will be uploaded onto our website, so please check back from time to time.

10. When you visit our website

10.1 When you come on to our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, so that we can improve our services.

10.2 As is very common for companies, we may use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer.

10.3 Our site has links to other websites not owned or controlled by us. We are not responsible for these sites or the consequences of you going on to those sites.

Contact Details:

The Manager, Carlton Student Housing

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Email: admin@carltonstudenthousing.com.au

Telephone: [1300 794 655](tel:1300794655)