

Privacy Statement

Stellar Living Ltd takes your privacy seriously. Please read the following to learn about how we manage your personal information and other information.

What This Privacy Statement Covers

Stellar Living is committed to complying with the privacy laws that govern how we collect, use and disclose your personal information.

This statement covers how Stellar Living treats personal information that is received, collected and stored, including information related to your past use of Stellar Living services. Personal information is information about you that is personally identifiable such as your name, address, email address, or phone number, and that which is not otherwise publicly available. **'Your Information'** refers to your personal information as defined under the Privacy Act 1988 'information which identifies you or from which your identity can be reasonably gained' (regardless of the type of information or whether it is true or not).

Why do we collect and how do we use Your Information?

- In order to manage your tenancy and for the functions or activities of the company.
- As legally required by Legislation or a Court Order.
- To provide statistical data to Government agencies and our funding bodies.
- To verify your identity.
- To gain an understanding of our business to improve and develop services or to perform research and analysis.

What information do we collect and hold?

We may collect and hold a range of different information about you. For instance, your name, date of birth, a range of contact and identification details, income and financial information such as bank and Centrelink customer details and information about how you use our services. We also need to be provided with personal information about other people who live with you or who support and advocate for you. If so, we rely on you to inform those people that you are providing personal information to us and to let them know about this statement.

On occasions we may require sensitive information to be collected. The Privacy Act 1988 defines some types of personal information as sensitive, for instance ethnic origin, health, support needs and criminal history. We would only collect this information with your permission, and we will only use it for the purposes for which you provide it.

How do we collect Your Information?

We generally will collect the information directly from you; however, sometimes we need to collect the information from someone else. This may be from Centrelink, a support agency, or another representative.

If you choose not to provide certain information about yourself, we may not be able to provide you with the services you require.

How we hold Your information

We may store your information in hard copy or electronic format. We take the privacy and security of your information seriously and use a combination of technical solutions, security controls and internal processes to help us protect your information from unauthorised access and/or disclosure.

When we disclose Your Information

We will disclose **Your Information** to third parties who provide services to us, including organisations and contractors that assist us with the purpose for which we use **Your Information**.

These services include;

- Installations, maintenance and repair services
- Mailing operations
- Debt - recovery functions

We may also disclose **Your Information** to your authorised representative or support services (with your consent) or when you ask us to do so, as required or authorised by law and other government and regulatory authorities.

We will only provide information to a third party outside of Stellar Living with your consent, except in circumstances when you or another person may be harmed or at risk. There may be certain instances that require the use or disclosure of personal or sensitive information for other purposes outside of consent. For example, where required by law, suspected unlawful activity or misconduct of a serious nature, or otherwise required for management, monitoring, and confidential dispute resolution within Stellar Living services.

Access to your personal information

In most cases you can gain access to the personal information held about you. If you wish to access any of **Your Information** that we hold or would like to correct any errors you may request to access the information we hold about you to ensure your personal information is accurate and correct.

Changes to this Privacy Statement

This statement and our Privacy Policy will be revised from time to time. An amended version will be posted on our website at www.stellarliving.com.au

Contact us

If you would like any further information, or have any queries, problems or complaints in relation to the privacy Policy or our information handling practices in general, please contact us 9452 9200 or via enquires@stellarliving.com.au.