

Privacy & Information Security Statement

Your privacy matters

MASP respects your privacy. We are committed to keeping your personal information safe and using it in the right way.

This statement explains:

- What information we collect
 - Why we collect it
 - How we use and protect it
 - Your rights
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What information we collect

We only collect information we need to support you.

This may include:

- Your name, date of birth and contact details
 - Housing and tenancy information
 - Financial information (for example, income or Centrelink details)
 - Health and wellbeing information
 - Safety information (including family violence or risk concerns)
 - Information about your family or support needs
 - Information from other services (with your consent or where allowed by law)
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How we collect your information

We collect information in different ways, including:

- When you talk with us (in person, phone or online)
- Through forms and applications
- From other services or government agencies (where allowed or with your consent)

Why we use your information

We use your information to:

- Provide you with housing and support services
- Work out what help you need
- Keep you and others safe
- Work with other services to support you
- Meet our legal and funding requirements
- Improve our services

Who we share your information with

We may share your information when needed to support you or meet legal requirements.

This can include:

- Government departments and funding bodies
- Partner organisations and service providers
- Health or support services
- Police or courts (if required by law)

We only share what is needed and follow the law when doing so.

In family violence situations, we aim to get your consent before sharing your information.

However, MASP is authorised under Victoria's **Family Violence Information Sharing Scheme (FVISS)** and **Child Information Sharing Scheme (CISS)** to share information without consent where the law allows, to assess or manage risk and help keep children, families and staff safe.

How we keep your information safe

We take steps to protect your information by:

- Storing it securely (paper and electronic records)
- Limiting who can access it
- Training staff about privacy and confidentiality

Your rights

You have the right to:

- Ask for access to your information
- Ask us to correct your information if it is wrong
- Ask questions about how we use your information

How to access or correct your information

You can contact us at any time:

MASP Privacy Officer

Phone: 03 5021 6500

Email: info@masp.org.au

We will respond within a reasonable time. You will receive an acknowledgement of your query within 2 business days.

If you have a complaint

If you are concerned about how we have handled your information, please contact us.

We will:

- Listen to your concerns
- Investigate the issue
- Respond to you

If you are not satisfied, you can contact the **Office of the Australian Information Commissioner (OAIC)**.

Overseas data

MASP stores information in Australia and takes appropriate steps to ensure data is not housed or managed by overseas providers wherever possible.

Accessing the Privacy & Confidentiality Policy

This policy is:

- Free to access
 - Available on our website
 - Available in other formats if needed (for example, large print or alternative languages)
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Policy updates

We may update this policy from time to time.
The latest version will always be available on our website.
