



## Resilient Homes Fund

### Verification Process for Homeowners who are not the Resilient Homes Fund (RHF) Registrant

June 2023

#### Guidelines

- If a customer (who identifies as an owner of the property but is not the RHF Registrant) contacts the RHF, you **can** discuss the registration; however, you **cannot** provide any personally identifiable information unless the RHF Registrant has completed a *Third-Party Authorisation form* for that person.
- To confirm if a customer is a registered owner of a property, please refer to the *Titles Data* section in the CRM. You can locate this information under the *Property Data* tab.
- If the customer is not listed in the *Titles Data* section of the CRM, advise the customer that the homeowner will need to complete the *Third-Party Authorisation Form* to enable the RHF team to speak with the customer.
- If the customer is listed in the *Titles Data* section, continue to conduct the Evidence of Identity check with the customer but do not disclose any information. Instead, ask the customer for a response, for example, ask them to provide the address of the affected property.
- If the customer requests to update any personally identifiable information of the registrant, please advise that this needs to be requested by the registrant or the registrant is required to complete a *Third-Party Authorisation Form* for the customer.
- Remember that you should not read out personally identifiable data over the phone; the homeowner must provide it to you before you can discuss any specific details.
- Please note Titles Data is updated weekly.

#### Management of Privacy Breaches

- In the event that a privacy breach occurs (i.e. disclosure of personally identifiable information as detailed below), report the incident to your line manager in the first instance.
- Line managers are to refer the matter to the RHF Complaints and Appeals team via email [rhfcomplaints@epw.qld.gov.au](mailto:rhfcomplaints@epw.qld.gov.au) for review and resolution in consultation with the EPW RTI Privacy team.

#### **Personally Identifiable Data You Must Protect (not to be disclosed to any person who is not the Registrant or who have not been nominated in the Third-Party Authorisation form submitted by the Registrant.**

- Registrant Information and Contact Details:
  - Names of registrants
  - Addresses (both residential and mailing)
  - Phone numbers
  - Email addresses
- Other Registered Parties, for example:
  - Service Navigators
  - Third Parties
  - Other support services
- Third Party Information:
  - Email addresses
  - Phone numbers



- Addresses
  - Organisation/Business names associated with third parties
  - Relationship of Third Party
- Titles Data:
  - Name/s of registered owners of the property
- Insurance Data:
  - Insurer
  - Cover type
  - Policy and Claim Numbers
- Financial Information:
  - Insurance Payouts
  - Other Government Grants
  - Other financial details