

Privacy Policy

Introduction

Stanton and Taylor Strata Management (STSM) is a Sydney-based strata management firm. The firm's activities focus on the provision of strata management services.

This policy sets out how the Firm will collect, hold, use or disclose personal information about an individual. This is governed by the Privacy Act 1988 ("Act"), Privacy Regulation 2013 ("Regulation"), the Australian Privacy Principles ("APP"). The APPs are designed to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is collected, used, disclosed and managed. Personal information is, generally speaking, information or an opinion relating to an identified, or reasonably identifiable, individual.

What personal information does the Firm collect and hold and for what purposes is it collected and held?

"Personal Information" means information or an opinion about an individual which identifies the individual or from which the individual could reasonably be identified, such as an individual's name, contact details, employment history and assets/liabilities.

"Sensitive Information" means the Personal Information which is health, genetic or biometric information or which concerns an individual's race or ethnic origin, political, religious or philosophical beliefs or affiliations, membership of professional or trade associations or trade unions, sexual preferences or criminal record.

Generally, the Firm collects only Personal Information, which is not Sensitive Information. However, it may at times be necessary to collect Sensitive Information about an individual in order to carry out properly our Activities. In those cases, the Firm will only collect sensitive information about an individual where reasonably necessary for the Firm's Activities and with the individual's consent.

The Firm may collect Personal Information, reasonably necessary for the Firm's Activities, relating to:

- name;
- mailing or street address;
- email address;
- telephone number;
- registration / licence number
- any additional information relating to the purchase, sale or rental of your property that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise; and;
- information you provide to us through our office, customer surveys or visits by our representatives from time to time.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website or our service.

How does the Firm collect personal information?

We collect your personal information directly from you or through a legal representative when a settlement occurs. When collecting personal information from you, we may collect in ways including:

- through your access and use of our website;
- during conversations between you and our representatives; or
- when you complete an application or registration.

We may also collect personal information from third parties including:

- from third party companies such as banks after a transfer is made, law enforcement agencies and other entities when a settlement occurs.

There may be situations where it is unreasonable or impractical to collect Personal Information from the relevant individual, in which case we may obtain it from a third party, such as a spouse or partner, an organisation with which the individual has a relationship or a court, tribunal, council or other entity performing functions under any legislation.

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- we may not be able to provide the requested information or services to you; and
- we may not be able to provide you with information about your strata plan and services that you may want.

For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service.

We collect, hold, use and disclose your personal information for the following purposes:

- to maintain the owners corporation strata roll;
- to answer enquiries and provide information or advice about your strata plan;
- to provide you with access to protected areas of our website and owners portal;
- to assess the performance of the website and to improve the operation of the website and our services;
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties such as a bank or solicitor;
- to provide your updated personal information to our related bodies corporate, contractors or service providers when maintenance is required;
- to update our records and keep your contact details up to date in accordance

with Strata Regulations;

- to process and respond to any complaint made by you; and
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub- division of a country).

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

To whom may we disclosure your information?

We may disclose your personal information to:

- our employees, related members of your bodies corporate, contractors or service providers for the purposes of operation or our business, fulfilling requests by you, and to otherwise provide services to you including, without limitation, the maintenance of your strata plan, mailing, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants; and
- any organisation or person for authorised purpose with your express written consent.
- We may combine or share any information that we collect from you with your related body corporate.

Direct Marketing Materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

We do not provide your personal information to other organisations for the purposes of direct marketing.

How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by

contacting us (see the details below). Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you).

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

What is the process for complaining about a breach of privacy?

If you believe that your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it.

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed when no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

Complaints

If you are concerned that we have not complied with your legal rights or applicable privacy laws, you may bring a complaint internally through our complaints process or you may decide to make a formal complaint with the Office of the Australian Information Commissioner (www.oaic.gov.au) (which is the regulator responsible for privacy in Australia).

We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

We will deal with complaints as follows:

Step 1: Let us know

If you would like to make a complaint, you should let us know by contacting our Privacy Officer (see below for contact details).

Step 2: Investigation of complaint

Your complaint will be investigated by our team.

A response to your complaint will be provided in writing within a reasonable period.

Contact Details

Please contact our team at:

STSM Strata Management

Post: PO Box 5, Penrith NSW 2751

Tel: 0247 212 444 Email: info@stsm.com.au