

Privacy Policy

Introduction

Stanton and Taylor Strata Management Pty Ltd (ABN 25 276 570 242) trading as STSM Strata Management ("STSM", "we", "us", "our") is a NSW-based strata managing agent providing strata and community scheme management services.

We are committed to protecting the privacy of individuals and to complying with:

- the Privacy Act 1988 (Cth);
- the Australian Privacy Principles (APPs);
- the Strata Schemes Management Act 2015 (NSW) (SSMA);
- the Strata Schemes Management Regulation 2016 (NSW); and
- the Property and Stock Agents Act 2002 (NSW).

This Privacy Policy explains how we collect, hold, use, disclose and protect personal information.

What is Personal Information?

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable. Examples include an individual's name and contact details.

Sensitive information is personal information that concerns an individual's health, genetic or biometric information. Sensitive information can concern an individual's race or ethnic origin, religious beliefs, political opinions, trade union membership or criminal record.

What Personal Information Do We Collect?

We may collect personal information about:

- lot owners and mortgagees;
- tenants and occupants;
- strata committee members;
- contractors and service providers.

The information we collect includes names, contact details (mailing and/or street address, email address and telephone number), lot information, strata roll details, and in some instances, payment information.

How We Collect Personal Information

We collect information directly from individuals, through strata records, from owners corporations, developers, outgoing managing agents, contractors, client portals, at meetings, and from lawful third parties.

Why We Collect, Use and Disclose Personal Information

Personal information is used to:

- maintain strata records;
- facilitate meetings and deliver levy notices;
- arrange maintenance and services;
- comply with legal obligations;
- manage complaints and communications;
- facilitate refunds.

Disclosure of Personal Information

Information may be disclosed to STSM employees, strata committees, contractors, insurers, professional advisers and authorities as required or permitted by law.

Overseas Disclosure

STSM may disclose personal information to employees or contractors who are located outside Australia for the purpose of carrying out strata management and administrative functions.

Where personal information is accessed from outside Australia, STSM takes reasonable steps to ensure that the recipient handles the information in a manner consistent with the Australian Privacy Principles, including thorough confidentiality obligations, access controls and secure systems.

At the time of publication of this Privacy Policy, overseas access may occur in the following countries:
Philippines

Direct Marketing

We do not sell personal information. Limited communications may be sent in compliance with the Privacy Act and Spam Act.

Access and Correction

Individuals may request access to or correction of their personal information.

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).

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it.

Data Security and Retention

Reasonable steps are taken to protect personal information. Information is retained in accordance with SSMA requirements and securely destroyed when no longer required.

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. Unresolved complaints may be referred to the Office of the Australian Information Commissioner.

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 within a reasonable period.

Contact Details

STSM Strata Management

PO Box 5, Penrith NSW 2751

Phone: (02) 4721 2444

Email: info@stsm.com.au