

# Privacy Policy

**John Dethridge Strata Services** have adopted the 13 Australian Privacy Principles (APPs) contained in Schedule 1 of the Privacy Act 1988 (Cth) (the Privacy Act) and its associated guidelines, as a means of protecting any *personal* and *sensitive information* we collect in the process of acting as manager of your Strata Company.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au).

## What is Personal Information and why do we collect it?

### What is Personal Information:

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information can be obtained from correspondence, by telephone discourse, by email, and from other public services, but primarily from you in the course of acting as manager of your strata scheme.

### Why we collect Personal Information:

Section 35A of the Strata Titles Act 1985 imposes a non-discretionary duty upon the Strata Company to maintain a Roll of Proprietors which entails the keeping of certain personal information of those with a legal interest in the strata scheme. As such, this personal information is essential to the proper performance of our services to act as manager of your Strata Company.

### Nature of Personal Information held and retained:

Your personal information is collected by us so that we can reasonably identify and communicate with you concerning the business of the Strata Company.

We retain your address as notified, ownership status of your lot, particulars of your mortgagee where notified, your telephone and facsimile numbers, your email address, particulars of any agents you may employ to manage your lot, together with general information concerning your financial status with the strata scheme, all of which are considered critical to properly

performing the functions of management of the Strata Company as delegated to us in our capacity to act as the Strata Manager of the scheme.

This personal information is only utilised for the purpose for which it has been collected.

## **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be collected by us only as necessary when it relates to our services to properly perform the functions of management of the Strata Company as delegated to us. We do not disclose this information without your prior written consent, or where required or authorised by law.

In the event that we receive uncalled for or gratuitous Personal or Sensitive information that is precluded by statute to retain, we will destroy the information. We may also resolve not to inform you of the nature of the information.

## **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party. However, this is subject to some exemptions whereby such information is required to be disclosed to us by law. For example, as required under Schedule 1, by-law 1(1a) of the Strata Titles Act 1985 whereby proprietors are required to notify the Strata Company of new owner's details upon the sale of any lot.

## **Disclosure of Personal Information**

In most cases where we are asked to provide personal information to a third party such as a contractor working on your property, we may seek your written consent, your verbal consent, or in some cases we may also assume your consent, dependant on our prior discourse with you and your conduct in the circumstances.

## **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. All personal information

collected by us is either stored on secure servers or in hard copy located in a secure storage unit. We also maintain physical security procedures to manage and protect the use and storage of records containing personal information. Access to personal information is limited to those of our personnel who specifically need it to carry out their business responsibilities.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in Strata Company files which will be kept by us for a minimum of 7 years as required under Section 24 of the Strata Titles Regulations 1996.

## **Direct marketing**

We may use your personal information from time to time, to provide you with direct marketing initiatives as it relates to strata management. Contact us if you do not want to receive any of this information.

## **Cross-border disclosure of personal information**

John Dethridge Strata Services does not disclose personal information to overseas recipients.

## **Adoption, use or disclosure of government related identifiers**

John Dethridge Strata Services does not collect or use government-related identifiers (such as tax file numbers or Medicare numbers).

## **Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

**John Dethridge Strata Services** will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## **Maintaining the Quality of your Personal Information**

We would like to maintain the quality of the personal and sensitive information we collect and may from time to time encourage and contact owners and individuals to update information and confirm its accuracy.

## **Policy Updates**

This Policy may change from time to time and is available on our website.

## **Privacy Policy Complaints and Enquiries**

If you have any queries or complaints about our Privacy Policy please contact us at:

**3 Norfolk Street**

**Fremantle WA 6160**

**info@jdstrata.com.au**

**08 9335 5877**

**PO Box 687**

**Fremantle WA 6959**