

Privacy Policy

Westside Strata Management P/L is an independent business whose primary activity is strata management. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

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.

What is Personal Information and why do we collect it?

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

Your Personal Information is obtained in many ways including correspondence, by telephone and facsimile, by email, via our website www.westside.net.au, from social media, from other publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information in the course of our business for the primary purpose of providing our strata management services to you, including liaising with contractors and other third-parties, such as but not limited to:

- Maintaining the strata roll
- Issuing statutory certificates
- Maintaining the common property

We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

We also collect personal information about persons who:

- Apply to us for employment
- Are involved in the supply of goods and services to us.

We hold personal information on the database which should not be released without the consent of the party. Information may be collected from or released to third-parties without

consent where it is for the primary function of the Owners Corporation such as the management and control of the use of the common property and the administration of the strata scheme.

We do not actively collect sensitive information. We may from time to time hold sensitive information about job applicants. We will not disclose this sensitive information to anyone else.

You may update or remove certain personal information at any time by contacting us in writing via post or email to strata@westside.net.au.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

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. We expect our staff to comply with certain standards of behaviour when dealing with personal information. We train all our staff about the need to protect your privacy and we will regard breaches of the National Privacy Principles as serious matters.

Some of our records are paper based. These records are kept on secure premises away from the general public. We also keep some information in an electronic form. Records kept electronically are within a secure computer system which contains features such as password access and the latest virus protection.

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 client files which will be kept by us for a minimum of 7 years.

We may keep personal information for at least 7 years after the completion of a transaction for legal reasons. After that time we will de-identify or destroy the personal information.

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 via post or email to strata@westside.net.au.

Westside Strata Management P/L will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information, subject to the Agency Agreement of your Strata Plan. 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

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us via email to strata@westside.net.au as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

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

Privacy Policy Complaints and Enquiries

Email us at strata@westside.net.au if you have any queries or complaints about our Privacy Policy or you wish to:

- Obtain more information about our Privacy policy;
- Obtain access to personal information that we hold about you; or
- Contact us because you believe that we have breached your privacy

We will respond to an inquiry or complaint promptly (usually within 14 to 30 days). If you contact our Privacy Officer but you are not satisfied with the response that you receive you can phone the Commonwealth Privacy Commissioner's hotline on 1300 363 992 if you are not satisfied with our response.