

Updated: 4.5.23

This privacy statement details how Illawarra Strata Management collects, stores and uses personal information.

Under The Privacy Act, Personal Information is defined as ‘Information or an option about an identified individual, or an individual who is reasonably identifiable’\*.

Illawarra Strata Management will collect personal information for business use only. This information will be collected from clients or potential clients, or key stakeholders required to provide services, stored on Illawarra Strata Management business servers (or via cloud services managed externally through chosen contractors) and only used for business purposes.

### **HOW DO WE COLLECT INFORMATION?**

Illawarra Strata Management collects information from clients and potential clients in the following ways:

1. Via email
2. Via phone
3. In person
4. Enquiries via the Illawarra Strata Management website
5. Submission of contact details via Facebook and Instagram

All information collected is stored for business use only.

### **HOW DO WE STORE INFORMATION?**

Illawarra Strata Management stores all personal information on secure servers accessible to Illawarra Strata Management staff only. Noting one software system is cloud based and backups occur both on the service and in the cloud. This is managed by external contractor, MLogic.

### **DISCLOSING OF INFORMATION**

We may be required to share your information throughout the period of our business relationship. This would only occur for the purpose of providing the business service you have requested. To discuss this further, please contact the Illawarra Strata Management office.

#### **CLIENTS**

At the start of our business relationship, personal information is provided to Illawarra Strata Management via the owners corporation books and records handed over at the time of handover. We may request you verify your contact details are correct during initial interactions. Any information sharing that may occur with external parties is directly related to the delivery of your strata management service, for example trades people, we will share your contact details to ensure services are completed.

#### **TRADES/CONTRACTORS**

Your agreement with Illawarra Strata Management provides permission to share your personal information for business purposes only with key stakeholders designed to assist in providing you with a quality strata management service.

#### **SUBMITTING AN ENQUIRY**

If you submit an enquiry form via the Illawarra Strata Management website, we will collect and use this information to respond back to your enquiry.

#### **INFORMATION FOR MARKETING**

If you provide us with your contact details and give permission to contact you for marketing purposes, we may contact you in the future with information on our services.

If you have not provided permission for us to contact you for marketing purposes, we will not contact you regarding marketing services. Rather our contact will be directly aligned to the provision of your business services.

To discuss the collection, storing and use of personal information with the Illawarra Strata Management team please contact our office.

We reserve the right to update this privacy policy at any time. We will always work in the best interests of all key stakeholders connected with our business.

- <https://www.oaic.gov.au/privacy/privacy-guidance-for-organisations-and-government-agencies/handling-personal-information/what-is-personal-information#introduction>