

**What information is collected?**

At Strata Dynamics Pty Ltd, the keeping and sharing of customer information is dealt with professionally and in accordance with Australian legislation. Information disclosed to Strata Dynamics is not distributed to third parties, unless otherwise agreed upon or is a requirement under Australian law. Information collected or used is as a basis to serve our functional requirements when practicing strata management.

**How is information collected?**

Personal information is collected during engagements with individual Owners Corporations. If possible, we aim to retrieve personal information from you directly, unless unable to do so.

Customer information represents the following items:

- Names
- Addresses
- Lot numbers
- Taxation information
- Email addresses
- Phone numbers
- Fax numbers
- EFT details

All information is stored securely on electronic and hard-copy formats within our premises to prevent misuse and loss of such information. Information that is no longer required by Strata Dynamics is terminated.

**What is collected?**

The purpose for keeping such information is to allow us to effectively practice strata management, which includes the following operations:

- Maintain a current list of owners
- Hold a true and accurate record of minutes of meetings of the body corporate
- Maintain a record of the body corporate's correspondence
- Issue notices of meetings within the legislative time period
- Distribute minutes of meetings within the legislative time period

- Issue levy notices to all owners within the legislative time period
- Arrange for recovery of debts owed to the body corporate
- Tend to routine repairs
- Maintenance and replacement of scheme property
- Recover arrears of maintenance contributions
- Make insurance claims
- Arrange for legal advice
- Allow for installation of satellite or broadband services
- Arrange for development applications on behalf of the scheme

### Accessing your Information

If you wish to access personal information held by Strata Dynamics, you may request to do so at any time. Depending on the nature of your request, a fee may be incurred. Owners may access personal information through the StrataMax portal, which is accessible through our website, [stratadynamics.com.au](http://stratadynamics.com.au), under 'Owner Login'. Some circumstances may inhibit the level of disclosure granted to a customer, as addressed by *The Privacy Act 1998*. Customers will be appropriately informed if this is the case. If you would like to make amendments to personal information held as it is incomplete, incorrect or out of date, you may make a request, which may incur a fee.

### Changes of Privacy

There may be instances in which Strata Dynamics will update its Privacy Policy. Customers are encouraged to visit the Privacy Policy document if unsure about their privileges in relation to privacy at the time of need. The most recent amendment was made on 17/06/2015.

### Breach of Privacy

If you feel dissatisfied with the handling of personal information, you can contact us through the methods listed below. Breaches of privacy will be dealt with seriously and with utmost confidentiality.

## Contact Us

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If you would like to know more about our privacy policy, you can contact us on either of the following:

**E:** [info@stratadynamics.com.au](mailto:info@stratadynamics.com.au)

**P:** 07 3229 9185

**F:** 07 3229 8785

**W:** [www.stratadynamics.com.au](http://www.stratadynamics.com.au)