

At Strata Dynamics Pty Ltd, the keeping and sharing of customer information is dealt with professionally and in accordance with Australian legislation. Information collected or used is as a basis to serve our functional requirements when practicing strata management. If the information provided to us is incorrect or has changed, then this may affect our ability to provide our services to you.

## **What information do we collect and how is it collected?**

Personal information is collected during engagements with individual Owners Corporations. Personal information may represent the following items:

- Names
- Addresses
- Lot numbers
- Email addresses
- Phone Numbers
- Fax Numbers
- EFT Details

If possible, we aim to retrieve personal information from you directly such as via a BCCM Form 8 Transfer of Ownership form, or our roll update forms, unless unable to do so. Strata Dynamics may collect available personal information from a third party or publicly available source in some instances where this does not contravene any laws or legislation.

All information is stored securely in electronic format within our premises to prevent misuse and loss of such information. Information that is no longer required by Strata Dynamics is terminated.

Our website may collect data from you in the form of cookies which track your activity on our website for analytics purposes. We do not use cookies to collect your personal information.

## **Why do we collect information?**

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
- Issue correspondence to owners, occupants, agents, contractors or any other person we need to contact in carrying out our business
- 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 and minutes of meetings
- Issue levy notices
- 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
- To process applications made to the body corporate via our online or hard copy forms



Any personal information collected by Strata Dynamics will only be used and disclosed for the purpose for which it has been provided to us or as authorised by law. We may disclose personal information that we collect about you to other organisations which provide products or services to us. These include contractors, mail service providers and associated companies in our group additionally, they may also be located outside of Australia.

Dealings with any of our contracted organisations to provide a service to you may require us to provide your information to that organisation. We are committed to ensuring your personal information is handled appropriately and will take all reasonable actions to ensure that the organisations we contract or refer you to have appropriate privacy policies in place.

## Marketing

On occasion we may contact you to provide marketing information about our range of services, changes to the organisation & industry or new products/services that we or other associated organisations offer. This communication will usually be via email. If you do not wish to receive such marketing material you may decline to receive such information by contacting our office.

If you sign up for our newsletter on our website, you consent to receiving marketing material from our organisation via email. You may unsubscribe from this service at any time. Your name and email address may be shared with a third party for the purposes of distributing our newsletter.

## Accessing your Information

If you wish to access personal information held by Strata Dynamics, you may request to do so at any time by contacting us via the methods below. 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.

## Collecting Sensitive Information

Strata Dynamics will not collect or disclose sensitive information except with your specific consent or in circumstances required by law or permitted by the Australian Privacy Principles.

Sensitive information can be information about:

- racial or ethnic origin
- political opinions
- membership of a political association
- religious beliefs or affiliations
- philosophical belief
- membership of a professional or trade association
- membership of a trade union
- sexual preferences or practices
- criminal record
- health

## Body Corporate Roll

Where Strata Dynamics Pty Ltd is the custodian of The Body Corporate's roll it will freely distribute copies of the Roll to elected body corporate committee members and appointed caretakers with a current service agreement. Strata Dynamics will only provide copies of The Roll without suppressed contact details of the



individual owners to an Interested Person as defined under the legislation or any other person with the express written consent of The Body Corporate committee or, if directed to do so by a Court of relevant jurisdiction.

## **Debt Recovery**

Strata Dynamics acts on instruction of the Committee for the Body Corporate in relation to recovery of debts, in accordance with Australian Competition and Consumer Commission guidelines and our privacy policy.

## **Changes to our Privacy Policy**

There may be instances in which Strata Dynamics will update its Privacy Policy. You are encouraged to visit the Privacy Policy document if unsure about your privileges in relation to privacy at the time of need. The most recent amendment was made on 12/10/2022.

## **Breach of Privacy**

If you feel dissatisfied with the handling of personal information, you can contact us via the details below. Your complaint will be investigated, and we will respond in a timely manner. Breaches of privacy will be dealt with seriously and with utmost confidentiality.

If you feel that your complaint has not been resolved by us, you can contact the Office of the Australian Information Commissioner. Please visit their website for more information:

<https://www.oaic.gov.au/privacy/privacy-complaints/>

## **Contact Us**

If you would like to know more about our privacy policy, you can contact us at:

C/- Strata Dynamics

GPO Box 5256

BRISBANE QLD 4001

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

**P:** 07 3229 9185

For further information about Australian Privacy Principles, please visit

<https://www.oaic.gov.au/privacy/>.

