

MASTERS STRATA PRIVACY POLICY

This Privacy Policy deals with the collection, security, use and disclosure of personal information gathered by us, Masters Strata Pty Ltd ACN 607648126, in accordance with the *Privacy Act 1988* (Cth) and the 13 Australian Privacy Principles set out in Schedule 1 of the Privacy Act.

Please note that we regularly review this Privacy Policy and may change it from time to time to ensure that it continues to comply with the law. We will always notify you if there is a change to the Privacy Policy. This policy is version 1.1 and was last amended in December 2022.

What Information We Collect

Masters Strata collects Personal Information associated with the management of Strata, Community Title, and Company Title property schemes. This is the primary purpose of the information we collect. Generally, the type of information we collect may include:

- Your name;
- Your gender;
- Your address and your postal address;
- Your telephone and/or mobile phone number;
- Your email address;
- Your marital status;
- Your taxation information;
- Your income;
- Your credit card information;
- Your strata plan and lot number; and
- Your building's name.

We only collect the information we need to perform our duties as your Strata Management Agency.

Sensitive Information

The *Privacy Act 1988* (Cth) defines sensitive information. Generally, sensitive information is information or an opinion about an individual's:

- racial or ethnic origin.
- political opinions;
- membership of a political association;
- religious beliefs or affiliations;
- philosophical beliefs;
- membership of a professional or trade association;
- membership of a trade union; or
- criminal record.

Masters Strata will only collect, use, or disclose sensitive information about you as allowed by law, where we have received your consent to do so, or the collection is necessary for us to do our job under our agreement with your scheme.

How We Collect Information

Where possible, Masters Strata collects your personal information directly from you. However, we may also collect your information:

- in the course of our relationship with your scheme or plan;
- through the use of our website and social media pages; and
- from third parties.

Generally, we will need you to expressly consent to any collection, use or disclosure of your personal information. This consent may be verbal or in writing, depending on the circumstances. Sometimes, we will assume that you have given your consent through your conduct.

Cookies

When browsing or searching our website, our server automatically collects data about user preferences. We use cookies to track your interaction with our website and to personalise your experience on our website.

Cookies do not capture or track any personal information and cannot identify you as an individual. You can usually modify your browser to prevent or customise the use of cookies.

Why We Collect Information and How We Use It

As your strata or community plan scheme management agency, Masters Strata has a number of obligations. These obligations include:

- maintaining the strata roll and minute book;
- obtaining and updating insurance policies;
- aiding in the identification of products and services which may be required by you;
- maintaining our relationship with you;
- complying with legislative and regulatory requirements;
- issuing notices;
- distributing minutes of meetings;
- maintaining and replacing damaged property; and
- following up about quote requests/quote proposals.

Collecting your personal information is essential to fulfilling these obligations and ensuring that your experience of community living runs as smoothly as possible.

We will also use your personal information to communicate and advertise our services or promotions. This is consented to by your engagement with us. However, you can opt out at any time.

We will never use your personal information for anything but the Primary Purpose for which it was collected – providing management services to you.

If we receive personal information about you which is outside the scope of information we are able or need to collect, Masters Strata will ensure that the information is de-identified and destroyed.

Masters Strata does not disclose personal information about an individual to overseas recipients.

Any personal information we have that is no longer needed is de-identified and destroyed. All files, letters, correspondence and any other document or electronic file in our possession is properly disposed of if Masters Strata no longer requires it.

How We Store Your Information

Masters Strata takes all reasonable steps to keep secure and protect any personal information which we hold about you from loss, misuse, or unauthorised alteration.

All personal information collected by us is stored on secure servers. 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. To help us protect your privacy, you should maintain the secrecy of the access credentials (i.e. username and password) you use to access and use our website and portal.

Accuracy of Your Personal Information

We have an obligation to ensure that the personal information we collect from you is accurate, complete, and up to date. Every so often Masters Strata will ask you to update your details with us if there have been any changes to your personal information.

Accessing Your Personal Information

Under the Privacy Act, you have the right to:

- request access to any information which relates specifically to you; and
- request the correction of any information that relates to you which is inaccurate.

Any request to access your personal information must be made in writing to us.

Please note that our obligations under the *Privacy Act 1988* (Cth) may result in refusing access to your personal information. For example, Masters Strata will refuse access if such access would be an unlawful act or would result in the breach of another person's privacy.

Correcting Your Personal Information

If you want us to correct information we have collected about you, you will need to make a written request to us. When we receive the request, we will review and take reasonable steps to correct the information. This is to ensure that the information is accurate, up-to-date, complete, relevant, and not misleading.

Social Media

Masters Strata uses social networking services such as Facebook, Twitter, Google+, YouTube, Instagram and Tiktok to interact with you, the public and our staff. When you talk with us using these services, we may collect your personal information to communicate with you and the public.

The social networking services you use will also handle your personal information for its own purposes. These services have their own privacy policies which you can access on their websites.

Complaints

If you feel that we have failed to deal with your personal information in accordance with this policy, please contact us by sending an email to info@mastersstrata.com.au or call us on 04 224 189 40.

You can also write to us at:

Masters Strata

PO Box 402

Burwood NSW 1805.

We will take all reasonable steps to listen to your concerns and grievances, investigate the matter, discuss with you the way you would like the issue to be addressed, and take action to ensure your complaint is resolved.

Concerns and Requests

If you have a question about this policy or wish to lodge a request to access your personal information or you believe we have not protected your personal information, please contact us via email.

Our email address is: info@mastersstrata.com.au

If you are not satisfied with the response, you can refer your complaint to the Office of the Australian Information Commissioner (OAIC): 1 300 363 992 or complete the [Privacy Complaint form](#).