

Pacific Building Management Group | Privacy Policy

Pacific Building Management Group Pty Ltd ("Pacific") respects your privacy and is committed to handling your personal information in accordance with the *Privacy Act 1988* (Cth) (the "Act").

This privacy policy explains how we manage your personal information that Pacific collects about you. Please read this privacy policy before using Pacific's services or website or providing any personal information to Pacific. By using Pacific's services or website or providing any personal information to Pacific, you are accepting the practices described in this privacy policy. The purpose of this privacy policy is to provide you with information concerning the processing of personal data when using our website or services.

You are encouraged to review the privacy policy whenever you visit the website or use our services to make sure that you understand how any personal information you provide will be used.

1. Personal Information

1.1 Your personal information is not collected if you only browse the website.

1.2 Pacific may collect your personal information:

- (a) directly from you;
- (b) from a strata manager, owners corporation or other third party;
- (c) when you lodge any information via the website;
- (d) where you access and interact with the website; or
- (e) from other sources.

1.3 The information collected may include but not be limited to your name, personal particulars, mailing or residential address, telephone number, email address, image and bank account particulars ("personal information"). We obtain and use your personal information as set out in this privacy policy.

1.4 If you choose not to provide us with your personal information, we may not be able to provide services to you or to fulfil one or more other purposes of collection of your personal information.

1.5 You acknowledge and consent that by providing your personal information to Pacific that Pacific may use and disclose your personal information for the purposes for which it was collected or for a related or ancillary purpose such as:

- (a) to facilitate the provision of services to you or on your behalf by Pacific;
- (b) to facilitate the performance of contractual or other obligations imposed on Pacific;
- (c) to carry out or respond to your requests;
- (d) for regulatory reporting and compliance with our legal obligations;
- (e) to various regulatory bodies and law enforcement officials and agencies to protect against fraud and for related security purposes;
- (f) the publication of any report;
- (g) to correspond or communicate with you or with third parties including but not limited to strata managers or owners corporations;
- (h) for internal accounting and administration;
- (i) to our successors and/or assigns;
- (j) to provide offers that may be of interest to you; and
- (k) to better understand your preferences.

1.6 Any permitted handling of personal information under any exemptions under the Act will take priority over this Privacy Policy to the extent of any inconsistency.

1.7 You represent to Pacific that where you provide personal information to Pacific about another person, you are authorised to provide that information to Pacific, and that you will inform that person who Pacific is, how Pacific uses and discloses their information, and that they can gain access to that information;

1.8 While care is taken to protect your personal information on the website, unfortunately no data transmission over the Internet is guaranteed as 100% secure. Accordingly, Pacific cannot ensure or warrant the security of any information you send to Pacific or receive from Pacific online. This is particularly true for information you send to Pacific via email or submit to Pacific via the website as we have no way of protecting that information until it reaches Pacific.

2. *Use and Disclosure*

2.1 Pacific may use and disclosure the personal information it collects for any related or ancillary purpose as set out in clause 1.5 of this policy. This may include using and disclosing personal information to individuals and other organisations such as our staff, strata managers, owners corporations, outsourced service providers, marketing and market research advisors and payment platforms.

2.2 You expressly authorise Pacific to use your image or likeness in any of our advertising or marketing campaigns without fee. You may upon written notice to Pacific request that we cease using your image or likeness.

2.3 We use personal information that we hold about you to identify services and products that may be of interest to you. We may contact you by email or another digital service, phone or post to let you know about services that may be of interest to you. You can contact Pacific at any time if you no longer wish to receive marketing materials from Pacific.

3. *Privacy Complaints*

3.1 If you have a concern about your privacy or you have any query on how your personal information is collected or used please contact Pacific. We will respond to your query or complaint within a reasonable time. If our response is unsatisfactory for you, you may apply to the Office of Australian Information Commissioner to have the complaint heard and determined.

4. *Changes to this Policy*

4.1 From time to time it may be necessary for Pacific to review and revise this privacy policy. We reserve the right to change our privacy policy at any time.

5. *European data protection laws*

This section applies if you are based in the European Economic Area (EEA) during your interactions with Pacific and sets out the additional information that we are required to provide to you under European data protection laws.

Personal data has the same meaning as in Article 4 of the [EU General Data Protection Regulation](#) ("GDPR") and includes but is not limited to all information relating to an identified or identifiable natural person, such as that person's name, address, email address and bank account details.

Under European data protection laws, use of personal data must be based on one of a number of legal grounds and we are required to set out the grounds in respect of each use. We may process personal data only when the processing is permitted by the specific legal ground set out in the law.

We have set out below the relevant grounds that apply to each purpose of data processing that is mentioned in this privacy policy. You can find an explanation of each of the legal grounds for use of personal data.

Legal grounds for use of personal data

The principal legal grounds for our use of your personal data are as follows:

- **Consent:** where you have consented to our use of your information (you will have been presented with a consent form in relation to any such use and may withdraw your consent).
- **Contract performance:** where we are required to collect and handle your personal data in order to provide the services that we have contractually agreed to provide.
- **Legal obligation:** where we need to use your personal data to comply with our legal obligations.
- **Vital interests:** where we need to process your personal data in order to protect the vital interests of you or another natural person, e.g. where you require urgent assistance.
- **Public interest:** where we need to process your personal data in order to carry out a task that is in the public interest.

- Legitimate interests: where we use your information to achieve a legitimate interest and our reasons for using it outweigh any prejudice to your data protection rights.

The legal grounds for our use of the sensitive categories of personal data are:

- Consent: where you have explicitly consented to our use of your personal data. You may withdraw your consent to the use of your personal data.
- Vital interest: where we need to process your personal data in order to protect the vital interests of you or another natural person where you or the other person is physically or legally incapable of giving consent.
- Legal claims: where your personal data is necessary for Pacific to establish, exercise or defend any legal claims.
- Substantial public interest: where we need to process your personal data for reasons of substantial public interest set out in EU law or the laws of the member state in which you are based.
- Public interest in area of public health: where we need to process your personal data for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health, set out in EU law or the laws of the member state in which you are based.

Disclosure of information outside the EEA

When we transfer personal data from inside the EEA to outside the EEA, we may be required by law to take specific measures to safeguard the relevant personal data. Certain countries outside the EEA have been approved by the European Commission as providing essentially equivalent protections to EEA data protection laws and therefore no additional safeguards are required to export personal data from the EEA to these jurisdictions. In countries which have not had these approvals, we will use appropriate safeguards to protect any personal data being transferred, such as EU Commission-approved model contractual clauses or binding corporate rules permitted by applicable legal requirements.

Retention period

Our retention periods for personal data are based on business needs and legal requirements. We retain personal data for as long as is necessary for the processing purpose for which the information was collected, and any other permissible, related purpose. For example, we may retain certain transaction details and correspondence until the time limit for claims arising from the transaction has expired, or to comply with regulatory requirements regarding the retention of such data. When personal data is no longer needed, we either securely destroy it, or irreversibly anonymise the data (and we may further retain and use the anonymised information).

Marketing

You have the right to ask Pacific not to process your personal data for marketing purposes. We will inform you if we intend to use your information for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by not opting in when we invite you to participate in our marketing activities or by giving written notice to Pacific.

Additional Rights Under the GDPR

In addition to the rights outlined elsewhere in this privacy policy, under certain conditions you may have the right under the GDPR to ask Pacific to:

- provide you with further details on how we use and process your personal data;
- delete personal data we no longer have grounds to process; and
- restrict how we process your personal data while we consider an inquiry you have raised.

In addition, under certain conditions, you have the right to:

- where processing is based on consent, withdraw the consent;
- lodge a complaint with a supervisory authority;
- object to any processing of personal data that we process on the “legitimate interests” or “public interests” grounds, unless our reasons for the underlying processing outweighs your interests, rights and freedoms; and
- object to direct marketing (including any profiling for such purposes) at any time.

You can exercise these rights by giving written notice to Pacific.