

# PRIVACY STATEMENT

This statement is given in accordance with the Privacy Act 1988 and the application of the National Privacy Principles therein. This document sets out the policies of Southbank Campus Management Pty Ltd for managing personal information collected by **Varsity Apartments** in any transaction or potential transaction you may have with the company.

## **Types of personal information we collect**

When we collect information, only that which is necessary to perform our functions is collected. This may include but not be limited to the letting, management, refurbishment and maintenance of properties.

## **Why we collect personal information:**

Generally, we collect, update and use personal information about you to carry on our business, including:

- Leasing and management of properties including payment of creditors and landlords through electronic payment systems
- Processing of tenancy applications including confirmation of identity, assessment of ability to meet rental payments and take appropriate care of a property during a tenancy.
- Establishment of rent payment services when you become a tenant – eg B-Pay or such other services as may be utilised by us from time to time
- Contact of next-of-kins in an emergency situation.
- Research and development of new products and services;
- Training and quality control processes
- Positive identification and verification purposes when communicating with you over the telephone;
- Communication of a related company's or a third party's marketing offers to you and/or other parties nominated on forms completed by us for you.
- To meet our legal obligations, eg in accordance with legislation

## **How we collect information:**

Generally we collect personal information directly from you, such as when you apply for a product or service. We also access and / or purchase information available on commercial databases which is used in Processing of Tenancy Applications and Marketing of our services.

## **Disclosure of your personal information.**

As stated above information is collected for a variety of purposes. In fulfilling the duties and obligations associated with these uses it is sometimes necessary to disclose your data to a third party, eg a maintenance contractor building inspector or valuer engaged to perform work on the property. If you are a tenant and you default on your tenancy agreement, then the information may also be disclosed to a Tenancy Database for use by any other member agent. When information is disclosed to any other party it is done in accordance with the provisions of the Privacy Act and other legislative requirements which may exist at the time.

## **Direct Marketing**

From time to time we use information supplied to us by commercial database companies for marketing our company services. This is done in accordance with the provisions of the Privacy Act 1988. Prospective clients and customers are given the opportunity to be excluded from any marketing activities and can elect not to receive specific and direct marketing communication from us.

## **Access to and Correction of your personal information**

Anyone who has provided personal information to us may access this information and provide corrections to it if appropriate. This will be carried out in accordance with the provisions of the Privacy legislation. If your personal details change, such as your telephone number, address, please contact us so that we can continue to provide you with our products and services

## **If you have a complaint about privacy**

Should you have a complaint that relates to how we have collected or used the information you have provided, we would like the opportunity to remedy the situation. To lodge a complaint please contact us at Varsity Apartments, Varsity View Court, Sippy Downs 4556.

## **About this Privacy Policy Statement**

From time to time our Privacy Policy Statement may be updated. The latest version will be available on our website – [www.varsityapartments.com.au](http://www.varsityapartments.com.au). It may also be obtained at our office at the address above.