

Park Avenue group of companies - Privacy Policy

Ver 19th Jan 2018

This Privacy Policy applies to the collection, handling, use, and disclosure of personal information by Park Avenue Asset Management Pty Ltd, Park Avenue Strata Management Pty Ltd, Park Avenue Facilities Management Pty Ltd (Park Avenue) and any associated entities, (collectively referred to as “Park Avenue”, “we”, or “us”), including personal information collected via our website ParkAvenueAssetManagement.com.au (the “Website”).

PERSONAL INFORMATION WE COLLECT AND HOLD AND HOW WE COLLECT IT

Park Avenue may collect from you personal information including your name, mailing address, email address, telephone numbers, and any additional information relating to you that you provide to us. Generally, if appropriate, we will tell you why we are collecting personal information and how we plan to use it, or these things will be clear at the time of collection of the information.

Unless it is unreasonable or impracticable to do so, we collect your personal information directly from you and with your consent. Information is collected through various means, including through your use of our website, via telephone, fax, email or letter, through conversations with our representatives, or when you complete surveys or provide us with feedback. Personal information may also be collected through use of cookies or the logging of IP addresses when our website is used. Such information is used only to administer our website.

If you are an Owner in a Strata Scheme we manage, personal information such as the name of the Entity that owns the Lot, and associated contact and address information will normally be supplied to us by your solicitor when you purchased the Lot. That information is required to complete the Roll details for the particular Scheme, and is a requirement of the Strata legislation.

Should such personal information not be provided to us, we may be unable to provide you the services or assistance which you have sought, or may not be able to provide these to the best standard possible.

We may store your files in hard copy or electronically in our ordinary IT systems. These may include our cloud servers or the servers of third parties who are providing management software services for us.

PURPOSES FOR WHICH WE COLLECT AND DISCLOSE PERSONAL INFORMATION

Park Avenue may use or disclose the information for the purpose for which it was collected, being the primary purpose. Personal information may also be used or disclosed for a secondary purpose which is related to the primary purpose where you have consented to this, or would reasonably expect your information to be disclosed for that secondary purpose.

The primary purpose for the collection, holding and disclosure of personal information is to perform our administrative functions and provide services to you, and to any Strata Scheme in which you are an Owner.

We have obligations under the Body Corporate and Community Management Act and Regulations which in some circumstances may override provisions of any Privacy Act or legislation. For example, the BCCMA legislation provides that any interested person* as defined by the legislation, may, on paying any prescribed fee, access any and all Strata Scheme records, including Strata Roll details, for any Scheme that they are such an 'interested person'.

ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

If you are an Owner in a Strata Scheme, you may request a copy of the Roll Details we have on file for you at any time. If any of your details need amending, we will carry that out as soon as you notify us – by post, email, or by way of the on-line form that is accessible from the Home Page of our website.

CREDIT CARD INFORMATION

We do not record any such information. If you pay a Strata Levy, or pay a fee for service via our website, the payment processing will be effected by a third-party. For example, the ordering of a Disclosure Statement or Information Certificate from us is initiated via our website, but payment processing is handled by PayPal (or some other third-party payments processor).

SECURITY

We strive to ensure the security, integrity and privacy of personal information submitted to our sites, and we review and update our security measures in light of current technologies. We will endeavour to take all reasonable steps to protect the personal information you may transmit to us or from our online products and services. Once we do receive your transmission, we will also make our best efforts to ensure its security on our systems.

LINKS TO OTHER SITES

We provide links to Websites outside of our main website, as well as to third party Websites. These linked sites are not under our control, and we cannot accept responsibility for the conduct of companies linked to our website. Before disclosing your personal information on any other website, we advise you to examine the Terms and Conditions of using that website and its privacy statement.

CONTACTING US

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of personal information held by us, please contact us – refer to the Home Page of our website for current contact details.

An *'interested person'* [Body Corporate and Community Management Act 1997] means:

- (a) the owner, or a mortgagee, of a lot included in the scheme; or
- (b) the buyer of a lot included in the scheme; or
- (c) another person who satisfies the body corporate of a proper interest in the information sought; or
- (d) the agent of a person mentioned in paragraph (a), (b) or (c).