

Glenvill Developments Privacy Policy

At Glenvill, we are committed to complying with the Australian Privacy Principles (APPs) as contained in the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy legislation. The APPs regulate the manner in which we can collect, use, hold, disclose and destroy personal information.

In the course of conducting our business, we collect personal information. This Privacy Policy outlines how we manage that personal information and how we comply with the APPs.

1. DEFINITIONS

In this Privacy Policy:

personal information means information or an opinion about an identified individual, or about an individual who is reasonably identifiable, whether the information or opinion is true or not and whether the information or opinion is recorded in a material form or not.

sensitive information is a subset of personal information, and includes information or an opinion about an individual's racial origin, political opinions, religious and philosophical beliefs, sexual orientation and criminal record, and includes health information and genetic information.

we, us or our means Glenvill (Developments) Pty Ltd ACN 065 432 608 and its related entities.

website means our website, located at <http://yarrabend.com.au>.

2. WHAT PERSONAL INFORMATION WE COLLECT

The types of personal information that we routinely collect includes, but is not limited to your:

- name, address, telephone number, date of birth and email address;
- financial information including credit card details and bank account details; and
- electronic data collected via cookies when you use our website, including your IP address, browser type, geographical tags, and statistical data.

We rarely need to collect sensitive information and will not do so unless we are authorised by law or otherwise have your consent.

You can be anonymous or use a pseudonym when dealing with us, unless:

- you are required by law to use your real name; or
- it is impracticable for us to deal with you without using your real name.

If we do not collect, hold, use or disclose your personal information, then we may not be able to provide our services to you.

3. METHOD OF COLLECTION

We collect personal information directly from you, including through our website and agents, unless it is unreasonable or impracticable to do so.

Prior to collecting your personal information, we will take reasonable steps to inform you as to why the information is being collected, how it will be used and to whom it will be disclosed (if at all).

4. COOKIES

We may utilise “cookies” on our website to collect information, in particular:

- website usage by users, pages visited, time spent, items and information searched;
- IP addresses, to ascertain whether the user had visited the website previously; and
- to determine preferences set while the user was browsing the website.

We generally use this information to report statistics, analyse trends, administer our services, diagnose problems and to help customise your website experience and to improve the quality of our products and services.

5. PURPOSE OF COLLECTION

We use the personal information collected by us to enable us to conduct our business, to carry on our marketing activities and for other reasonably foreseeable purposes, including:

- to maintain and develop our relationship with you and provide our products and services to you;
- to respond to enquiries;
- to communicate with other third parties related to our provision of products and services to you;
- to consider your application for employment with us;
- to comply with our legal and reporting obligations; and
- for research, planning, service development, security or risk management.

Where you have provided your consent, we may also use personal information that we have collected to periodically send you promotional emails about new developments, special offers or other information which we think you may find interesting.

We use personal information for the primary purpose for which it is collected. We may also use your personal information for related purposes that you would reasonably expect including our administrative and accounting functions, marketing and promotions, feedback, newsletter communications, statistical collection and website analysis.

6. DISCLOSURE OF PERSONAL INFORMATION

Your personal information is treated by us as strictly private and confidential, and will not be disclosed by us unless:

- you consent to such disclosure;
- the disclosure is required in the course of providing services to you (e.g. engaging a third party service provider);
- the disclosure is to an external service provider on a confidential basis for financial or administrative purposes (e.g. legal and IT services);
- the disclosure is to a third party recruitment firm in respect of your prospective employment with us;
- the disclosure is required pursuant to our terms and conditions;
- the disclosure is in connection with the actual or proposed sale, merger or divestment of all or part of our business (whether or not any such transaction is completed); or
- we are required or permitted to do so by law.

We will not disclose your personal information to third parties for the purposes of marketing of their products or services to you. We do not sell or trade personal information, or allow third parties to use that personal information for their own purposes.

The personal information we collect may be disclosed to third parties, including our related companies, mortgage brokers and third party service providers which may be located outside Australia.

If we disclose personal information to third parties, we work with those third parties to ensure that all personal information we provide is kept secure, is only used to perform the task for which they have been provided, and is handled in accordance with the APPs.

7. OVERSEAS DISCLOSURE

In the course of providing our products and services to you, we may need to disclose some of your personal information to an overseas recipient, however we will only do so where:

- such disclosure is necessary for us to provide our products and services to you; and
- you have provided your consent; or
- we reasonably believe that the recipient is required to deal with the personal information in accordance with laws which are similar to the APPs and will keep the personal information secure and use it only for the purpose for which it was collected; or
- it is otherwise permitted or required by law or court order.

8. DATA SECURITY

We take the privacy of all individuals very seriously and we take all reasonable steps to ensure that the personal information we collect and hold is protected from misuse and loss, and from unauthorised access, alteration or disclosure.

We hold personal information in electronic and hard copy form. We endeavour to ensure that the personal information that we hold is protected by various security measures, including by:

- taking all reasonable steps to keep our premises secure;
- implementing password controls on our computers and devices, servers and emails; and
- using up to date software including antivirus and intrusion prevention.

Our employees are aware of their obligations in relation to the handling of personal information and are required to keep the personal information that we collect confidential. We will retain personal information only for as long as is necessary to fulfil the purpose(s) for which it was collected and to comply with applicable laws.

9. ACCESS AND CORRECTIONS

We will take all reasonable steps to ensure that the personal information we hold is accurate, complete and up to date. If you become aware that any of the personal information we hold about you is not accurate, complete or up-to-date, please contact us on the details below.

If we discover that the personal information we hold about you is not accurate, or if you make a written request to us with respect to your personal information, wherever practicable and appropriate we will provide you with access to, or take steps to correct the personal information that we hold about you.

You have the right to request access to the personal information we hold about you at any time by contacting our Privacy Officer (contact details below). If access or correction is denied, we will inform you of the reasons why.

To request access to or correction of your personal information, or to make an enquiry or complaint about our privacy practices, please contact our Privacy Officer:

By email to:
yarrabend@glenvill.com.au

By Phone:
03 9573-8393

By mail to:
480 Church Street, Cremorne 3121

10. COMPLAINTS PROCEDURE

If you believe that your privacy has been breached, please contact our Privacy Officer using the contact information above. We will treat your complaint confidentially, investigate it and aim to ensure that your complaint is resolved within a reasonable time.

We will handle all complaints in accordance with our obligations under the APPs.

11. CHANGES TO OUR PRIVACY POLICY

We may amend this policy from time to time. Any amended version of our Privacy Policy will be posted on our website. We recommend that you revisit this page regularly and familiarise yourself with any updates.