

# Privacy Policy

## AVON OBJECTIVE STRATA MANAGEMENT (AOSM)

### 1. Purpose of this Privacy Policy

**Avon Objective Strata Management (AOSM)** is committed to protecting the privacy of its stakeholders including lot owners, residents, committee members, and contractors in accordance with the **Privacy Act 1988 (Commonwealth)** and the **Australian Privacy Principles (APPs)** and other applicable privacy laws and regulations.

**This Privacy Policy outlines how AOSM** collects, stores, uses, retrieves and discloses personal information of relevant stakeholders. We implement reasonable measures to safeguard the quality and security of the personal information we collect.

**AOSM is required to maintain and collect information which is regulated and governed by:**

- Strata Schemes Management Act 2015 (NSW);
- Strata Scheme Management Regulation 2016 (NSW);
- Community Land Management Act 1989 (NSW);
- Property Stock and Business Agents Act 2002 (NSW);
- Property and Stock Agents Regulations 2022 (NSW);
- Privacy Amendment (Notifiable Data Breaches) Act 2017.

### 2. AOSM collects the following types of personal information:

- Name, address, phone number, and email address.
- Lot and strata scheme details.
- Banking or payment information (for levies or reimbursements).
- Tenancy details (if relevant to by-law compliance).
- Records of correspondence (letters, emails, meeting minutes).
- Contractor details (licenses, insurances, ABN).

### 3. AOSM collects personal information from:

- From lot owners and tenants directly at meetings, by email and over the phone.
- From real estate agents, letting agents, or solicitors.
- From the owners corporation records.
- From contractors or service providers engaged by the strata scheme.
- From regulatory bodies when required including NSW Fair Trading, and NCAT.

#### **4. AOSM collects and uses personal information for the following purposes:**

- Managing the affairs of the owners corporation under the **Strata Schemes Management Act 2015 (NSW)**.
- Issuing levy notices, meeting notices, and minutes.
- Facilitating strata committee elections and communication.
- Engaging contractors and service providers on behalf of the owners corporation.
- Ensuring compliance with by-laws and legislation.
- Responding to enquiries, disputes, or tribunal/court proceedings.
- Complying with legal and regulatory obligations.

#### **5. AOSM may disclose personal information to:**

- The strata committee and lot owners (as permitted under the SSMA).
- Contractors, service providers, and insurers engaged by the owners corporation.
- Legal advisers, auditors, and debt collection agencies.
- Government agencies and/or regulators where required by law including to NCAT, and the ATO.

***\*We do not sell or rent personal information to third parties\****

#### **6. AOSM takes reasonable steps to protect personal information from misuse, loss, unauthorised access, or disclosure including:**

- Secure electronic record management systems.
- Password-protected databases and encrypted communications.
- Restricted staff access to sensitive information.
- Secure destruction of records when no longer required under the records retention schedule.

#### **7. The AOSM privacy principles apply to the following areas:**

##### ***Collection***

AOSM collects and stores an individual's personal information as required by legislation and which is required by AOSM whilst fulfilling its duties as strata managing agents for the strata schemes under its management.

### ***Use and disclosure***

AOSM does not use or disclose personal information about an individual for any purpose other than the primary purpose for which the collection of the information pertained, unless the individual would reasonably expect AOSM to use or disclose the information for another purpose

### **AOSM does not release any personal information to a third party, Personal information will only be released in the following situations:**

- When direct instructions are received by AOSM from the individual/s;
- When required by AOSM's statutory obligations as strata managing agents;
- To fulfill legal obligation to make repairs to the common property;
- When AOSM receives legal instructions and/or orders.

***AOSM implements a sophisticated level of physical security, network security, application security and data security around its IT infrastructure including firewalls, anti-virus and anti-spam soft/hardware.***

### **8. Email Policy**

Emails from AOSM are the proprietary of AOSM. They are confidential and are intended solely for the use of the individual/s to whom they are addressed.

If you receive an email in error, please let us know immediately by email and please delete it from your system. You may not use, disseminate, distribute, or copy it nor disclose its contents to anyone.

### **9. Contact us:**

**Please feel free to send us an email: [avon@objectivestratamanagement.com.au](mailto:avon@objectivestratamanagement.com.au)**