

Hermitage Gardens

PRIVACY STATEMENT

We at Hermitage Gardens are committed to protecting the privacy of all our owners and tenants and have adopted a Privacy Policy to comply with the National Privacy Principles contained within the Privacy Amendment (Private Sector) Act 2000.

PRIVACY POLICY

This policy is written to ensure that we respect and keep safe all the personal information you provide to us in any transaction you have with us.

COLLECTION OF INFORMATION

We only collect information from you that is necessary for what we do. For example when you apply to rent an Apartment we will be asking you for your name, address and personal contact details so that we can ensure that we provide quality service.

We undertake to only collect information by lawful and fair means and we will never be unreasonably intrusive.

USE AND DISCLOSURE

Personal information is collected for the purpose of processing tenancy applications, management agreements and all other documents that we may from time to time require in the course of our business.

We do not provide any other organisation with personal details on any individual.

DATA QUALITY

We endeavour to ensure that all data collected is accurate and well maintained. All computer access is password controlled and we have a policy to deal with the security of information to ensure maximum protection of our clients personal details.

OPENNESS

Any person who has furnished personal details to us will have the right to seek out the information we hold on them. We undertake to respond to any enquiry regarding what information we hold, how we use it and where or how it is disclosed.

ACCESS AND CORRECTION

Anyone who has provided personal information to us may access this information and issue corrections if necessary. We undertake to ensure that any amendments to information are actioned in a timely and efficient manner. In most cases you will be asked to verify your identity prior to the personal information being disclosed. This ensures that information is provided to the correct person and that the privacy of others is not undermined. All requests for information will be dealt with in a confidential manner and requests for access will no way effect any commercial arrangement that may be in place between yourself and us.

ANONYMITY

Wherever practical we will allow any individual to seek out and obtain information in a confidential manner and without the need to identify themselves.

WHAT TO DO IF YOU HAVE A PRIVACY COMPLAINT

Our aim is to ensure that we treat all personal information with respect and care, however should you have a complaint that relates to how we have collected or used the information you have provided on yourself, we would like the opportunity to remedy the problem.

We have a complaints register for this purpose and all privacy complaints will be dealt with in a timely manner. Should you have a complaint please address it to the Resident Manager

“ Hermitage Gardens” 120 /120 Uxbridge Street Grange Qld 4051.

In the unlikely event that the matter cannot be resolved between us and an individual, then the matter should be referred to the Office of the Federal Privacy Commissioner