ACTIVA HOMES GROUP PRIVACY POLICY

Version: V26.11.04

At Activa Homes Group Pty Ltd, we respect and protect the privacy of our clients, suppliers, trade contractors and team. This policy explains how we handle personal information under the Privacy Act 1988 and Australian Privacy Principles.

What Information We Collect

We collect only the details reasonably needed for our work. For clients, these include names, addresses, emails, phone numbers and property details, plans, selections, budget, finance status, contracts, payments, messages, site photos and maintenance records.

For suppliers and trades, we collect names, addresses, emails, phone numbers, banking & account details, licenses, insurances and work details.

For job applicants and staff, we collect names, addresses, emails, phone numbers, emergency contact details, work history, references, banking & account details, tax file numbers, superannuation and work records.

Health and disability details are sensitive information. We collect these only when needed, such as for accessible designs, safety or modified working arrangements.

How We Collect Information

Most details come from you through enquiries, forms, emails, calls, meetings, social media and project records. If asking you directly is unreasonable or impractical, we use relevant details from people you appoint, referring agents, project teams, referees etc.

When we collect details, or as soon as practical afterwards, we explain why we need them. We also explain what happens if you cannot provide them. If your enquiry or dealings with our company are on behalf of another, please have permission to share someone else's details and tell them about this policy.

How We Use and Share Information

We use your details to send you marketing information (including e-newsletters), answer enquiries, plan and price work, manage contracts, approvals, building work, payments and maintenance. They also support recruitment, employment, complaints, insurance and legal duties.

Staff, consultants, trades, suppliers, councils, utilities, insurers, advisers and business system providers receive only what they need for these tasks. Providers must keep details safe and use them for agreed lawful tasks. We do not sell your details or share client lists for others' marketing.

Other uses or sharing need your consent, a related purpose you would reasonably expect, or another lawful basis. For sensitive information, an expected further purpose must be directly related.

You can request that your personal information be anonymous at any time; however, this may affect our ability to provide you with our services.

Business Systems and Artificial Intelligence

We store emails, client and project records, accounts, files and backups on our business systems. Some providers host these online. We also keep paper files and link records about you and your project.

We use approved AI tools to help staff draft messages, summarise records, create reports, check documentation and track tasks. They use only needed contact details, project records and messages. Staff check results. We check providers and settings. Providers must not use your details to train tools for general use or for their own marketing. Staff must not enter your details into unapproved tools. We protect any details these tools create about you too.

These uses follow the same privacy and consent rules. We give notice before using chatbots or recording meetings and obtain consent where required.

Keeping Information Safe

We take reasonable steps to keep your details safe. We limit and review staff access, use secure accounts, train staff and check providers. We also protect stored files and backups, and review risks as systems change.

We keep records for our work, warranties, claims and legal duties. Once no longer needed, we take reasonable steps to destroy them or ensure you cannot reasonably be identified. This includes provider records and backups. We look into breaches and tell affected people and the privacy regulator when the law requires.

Overseas Providers

Providers can handle your details overseas for online systems, support and artificial intelligence.

Before sharing details overseas, we take reasonable steps to ensure recipients follow Australian privacy principles, unless a legal exception applies. We remain responsible where the law requires.

Our Website and Marketing

By providing us with your contact details, you consent to receiving marketing information from Activa. You can unsubscribe through our e-newsletters or by contacting us. We endeavour to action your subscription preferences within a reasonable time. You can ask where we got your marketing details. If you have entered into an agreement or contract with us, we still send messages about your project.

Accessing or Correcting Your Information

We take reasonable steps to keep your details correct, current, complete, relevant and not misleading. Please contact our office to see or correct details we hold about you, including through providers. No special form is needed. We check your identity and respond within a reasonable time. We provide access in the form you ask for, where reasonable and practical.

Requests, corrections and statements of disagreement are free. We explain any reasonable access charge first. If we refuse, we explain why in writing and how to complain, unless the law lets us withhold reasons. If we refuse a correction, you can ask us to attach your statement of disagreement. Once corrected, you can ask us to tell previous recipients where the law requires.

Questions or Complaints

Please contact our office about concerns involving us or our providers, including perceived or actual breaches of privacy law. We will acknowledge your complaint, look into it and aim to reply in writing within a reasonable time frame.

If you are unhappy or receive no outcome, you can complain in writing to the Office of the Australian Information Commissioner at oaic.gov.au. For help, call 1300 363 992.