

# Southlink Projects Pty Ltd

## Privacy Policy

This Privacy Policy is designed to tell you what will happen to the information you provide through this website or through any other form of communication with us, Southlink Projects Pty Ltd (ABN 61 629 480 600), our wholly owned subsidiaries, or our agents or contractors. Please be sure to read this entire Privacy Policy before using this website or submitting personal information to us or our agents or contractors.

### **1 Personal Information**

This Privacy Policy concerns any personal information or sensitive information of yours which is provided to us.

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

We generally do not wish to be informed of a person's sensitive information, including health information. We, in any event, will collect, use or disclose sensitive information about you only as allowed by law, for example where we have received your consent to do so or the collection is required by law.

### **2 Your consent**

By using this website or otherwise providing us directly, or through others, with your personal information, you agree with the terms of this Privacy Policy and consent to the collection, use, and disclosure of that information in accordance with this Privacy Policy, the *Privacy Act 1988* (Cth) as amended (including the Australian Privacy Principles) (the **Act**) and other applicable privacy laws.

### **3 How we collect your personal information**

We collect personal information that is reasonably necessary for our business activities and in order to provide and develop our services. We may do this in a number of ways, including:

- directly from you, when you provide it to us or our agents or contractors;
- from publicly available resources;
- by analysing our own records of your use of our services and website; or

We also may collect your personal information when legally required to do so.

### **4 What personal information do we collect and why?**

The type of personal information we collect may include your name, email address, contact number and address. If we are not provided with the personal information that

we request, we may not be able to meet your request or provide our products or services to you.

Southlink Projects Pty Ltd only uses personal information for the purpose specified at the time the information was collected or for a related purpose for which the individual would reasonably expect it to be used.

The personal information you provide us may be used for a number of purposes connected with our business operations, which include to:

- verify your identity;
- facilitate provision of our products and services to you;
- address or respond to any requests from you;
- inform you of existing and proposed products and services which we provide;
- better understand your needs in the area of property development services; and
- develop and improve the quality and scope of the products and services we provide, and seek your feedback.

Your personal information may be used so that we, our wholly owned subsidiaries, agents and contractors can provide you with information about our products and services, such as by way of direct mail or telemarketing, and, where you have opted in, by email, SMS and MMS, or to request your feedback for promotional purposes. You always have the right to opt-out of receiving such information (including after you have opted in). You may exercise that right by contacting us as set out below.

We may also use your personal information for purposes related to those described above which would reasonably be expected by you.

We will not use your information for purposes other than those described above unless we have your consent or as permitted by law (including for law enforcement or public health and safety reasons).

## **5 Sharing your personal information**

We may disclose your personal information in certain circumstances, such as where we are required or authorised by law or where you have consented to us doing so.

We also may disclose your personal information to:

- others in accordance with a request made by you;
- our related companies and business partners;
- persons engaged in providing us with professional, business, technology and corporate services, when reasonably required; and
- our selling agents and marketing agencies.

When making such a disclosure we will take reasonable steps to ensure that the recipient is bound by privacy obligations.

Unless you consent, we otherwise will not disclose your personal information to third parties.

## **6 Does my personal information leave Australia?**

We will only send your personal information outside Australia:

- if we are authorised to do so by law;
- for any of the purposes set out in this Privacy Policy (but only to parties that are subject to obligations in relation to personal information no less onerous than those in this Privacy Policy); or
- if you have consented to us doing so.

## **7 Access and correction**

You may request access to any of the personal information we hold about you by contacting us as specified below. We reserve the right to charge a reasonable fee for the costs of retrieval and supply of any requested information.

We will take all reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. To ensure your personal information is accurate, please notify us of any errors or changes to your personal information and we will take appropriate steps to update or correct such information in our possession.

## **8 Storage and security**

We will take all reasonable precautions to safeguard your information from loss, misuse, unauthorised access, modification, disclosure or destruction.

You should keep in mind that no internet transmission is ever completely secure or error-free. In particular, e-mails sent to or from this website may not be secure.

## **9 Links to other websites**

This website may contain links or references to other websites to which this Privacy Policy may not apply. You should check their own privacy policies before providing your personal information.

## **10 Notifiable Data Breaches scheme**

In the event of any loss or unauthorised access or disclosure of your personal information that is likely to result in serious harm to you, we will:

- investigate; and
- notify you and the Australian Information Commissioner as soon as practicable, in accordance with the requirements of the Act.

## **11 Complaints**

If you have any questions or concerns about our collection, use or disclosure of personal information, or if you believe we have not complied with this Privacy Policy or the Act,


please contact us as set out below. Our Privacy Officer will investigate the complaint and determine whether a breach has occurred and what action, if any, to take.

Southlink Projects Pty Ltd expects our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also make a formal complaint with the Officer of the Australian Information Commissioner (which is the regulator responsible for privacy in Australia):

Office of the Australian Information Commissioner (OAIC)

Complaints must be made in writing

 1300 363 992

 Director of Compliance  
Office of the Australian  
Information Commissioner  
GPO Box 5218  
Sydney NSW 2001

 [www.oaic.gov.au](http://www.oaic.gov.au)

## **12 How to contact us**

If you wish to exercise your right to opt-out of receiving our marketing materials, or you have any questions or concerns about this Privacy Policy or our information practices (including whether and what type of health information we hold about you), please contact us at 03-9824-1030 or email us at [admin@southlinkdevelopments.com.au](mailto:admin@southlinkdevelopments.com.au).

## **13 Changes to this Privacy Policy**

Our Privacy Policy may change from time to time as updated on this website. Before providing us with personal information, please check this Policy on our website for any changes.

This Privacy Policy was last updated March 2020.