



1. Our commitment

This statement sets out the **Southern Cross Atrium Apartments** privacy policy in respect of personal information which you may provide to **Southern Cross Atrium Apartments**. **Southern Cross Atrium Apartments** recognises that your privacy is very important to you and we are committed to promoting confidence in the manner in which your personal information is handled by us.

2. Information you give us

Southern Cross Atrium Apartments receives and stores transaction information, information you enter on our web site or have provided to us in application, registration or administration processes. Our purpose in collecting information from you is to enable us to fulfil our business commitments to you. We may use the information you provide for administrative, marketing and commercial purposes in connection with our business to help improve the services we deliver to you or comply with requirements under the law.

Wherever it is lawful and practicable, **Southern Cross Atrium Apartments** will endeavour to provide you with the option of not identifying yourself or not providing personal information when entering transactions with us. However, failure to provide full and complete information we request may result in a limited ability on our part, to offer or deliver complete services to you.

3. Cookies

Southern Cross Atrium Apartments may use cookies to personalise and simplify your access to and use of our web site. A cookie is a small data file that is downloaded from our web site and stored in a text file on your hard drive. The information is made up of a string of letters and numbers which uniquely identifies your computer and any user name or password that you may have already registered on our web site. This information is used to authenticate or identify whether you are registered on our web site, without requiring you to re-enter details each time you log on to our web site. **Southern Cross Atrium Apartments** Cookies cannot be used to obtain any other information on your hard drive or yourself unless you have already provided such information.

Cookies may also be used to “track” or “follow” your movement through our web site. This will be used to determine which areas of our web site are the most popular so that we can improve user’s access to relevant information on our services and your experience on our web site.

If at any time you do not wish to accept Cookies or wish to delete existing Cookies, you may manually configure your browser to refuse cookies or may manually delete existing cookies from your hard drive. However, by deleting or refusing to accept Cookies you may frustrate or encumber your access to or use of areas of our web site.



4. Storage and security of personal information

Southern Cross Atrium Apartments will use all reasonable endeavours to ensure that you only provide personal information in a secure environment, and when the information is no longer needed it will be destroyed or permanently de-identified. We will also take care to ensure that any personal information provided by you will be reasonably protected from misuse, loss and unauthorised access, modification or disclosure and maintained by us in an accurate, complete and up-to-date manner.

You can also help us keep your personal information secure by ensuring that any password you use on our web site is kept strictly confidential, and by logging off when you have finished using a shared computer.

5. Disclosing your personal information

Southern Cross Atrium Apartments will not, without your consent, disclose personal information for any purpose other than the primary purpose of fulfilling our business commitments to you except where:

- (a) it is required or authorised by law or for purposes of law enforcement and matters directly related to law enforcement or the prevention of unlawful activity;
- (b) the Secondary Purpose is related to the primary purpose and there is a reasonable expectation that we would use or disclose the information in the circumstances;
- (c) we reasonably believe it is necessary to prevent any serious and imminent threat to any person's life, health or safety or the public's health or safety.

Where information disclosure is necessary to fulfil our business commitments to you we may disclose information to persons involved in administering the services, our related entities and business partners. We will not otherwise disclose your personal information to any other party without your consent.

6. Trans-border data flows

Where, for the purpose of fulfilling our business commitments to you, we disclose personal information to persons involved in administering the services, our related entities or business partners and such Permitted Persons are in a foreign country, **Southern Cross Atrium Apartments** will not without your consent, transfer personal information to such Permitted Persons unless:

- (a) we reasonably believe that the Permitted Persons are subject to a law, binding scheme or contract or we have taken reasonable steps to ensure that the Permitted Persons are subject to a contract which effectively upholds principles for the fair handling of personal information that are substantially similar to the Australian Privacy Principles; or
- (b) the transfer is necessary for:



- (i) the performance of services requested by you; or
- (ii) for the purpose of fulfilling our business commitments to you; or
- (iii) to implement pre-contractual measures taken in response to a request by you; or
- (c) the transfer is necessary for the conclusion or performance of a contract concluded in your interest, between **Southern Cross Atrium Apartments** and a third party; or
- (d) all of the following apply:
 - (iv) the transfer is for your benefit; and
 - (v) it is impracticable to obtain your consent to the transfer; and
 - (vi) if it were practicable you would be likely to consent to the transfer.

7. Accessing and changing your personal information

You may at any time request access to the information we have collected from you and obtain a more in depth explanation about how the information is used by contacting us on +61 7 4080 2700 or e-mailing us at info@southerncrossapartments.com. We will endeavour to meet or advise of the outcome of a request within 7 business days of receipt.

If at any time you wish to change personal information that is incorrect or wish to have your personal information deleted, please contact us on +61 7 4080 2700 or e-mail us at info@southerncrossapartments.com. Unless personal information is required for administrative or legal reasons we will take all reasonable steps to meet such requests at the earliest possible opportunity.

8. Complaints resolution

Southern Cross Atrium Apartments is committed to providing consumers with a fair and responsive system for handling and resolving complaints. You have a right to complain and to have your complaint handled efficiently. We believe that in receiving your complaint, we are provided with a valuable opportunity to improve the services we deliver to you and maintain your confidence in **Southern Cross Atrium Apartments** and our services.

If at any time you wish to lodge a complaint in respect of the handling, use or disclosure of your personal information by **Southern Cross Atrium Apartments** you may contact us on **+61 7 4080 2700**. We will endeavour to investigate and advise you of the outcome of a complaint within 21 days of receipt of such complaint.



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9. Direct marketing

Subject to obtaining your prior consent, **Southern Cross Atrium Apartments** may use your personal information for the purpose of providing you with special offers you may find of interest, important changes to the functionality or content of our web site, or information on new products or services to be offered by **Southern Cross Atrium Apartments**, our related entities or business partners.

If you do not wish to receive Marketing Communications, you may at any time, decline to receive such Marketing Communications by selecting the appropriate option at the point of providing us with your personal information, by contacting us on +61 7 4080 2700 or by e-mailing us at info@southerncrossapartments.com. We will not charge you for giving effect to such a request and will take all reasonable steps to meet your request at the earliest possible opportunity.