

# Privacy Policy

Date of the Policy 21 June 2017

Next Policy Review 1 July 2019

BonYan Partners Pty Ltd is an Australian corporation specialising in the development of residential property. We are supported by a number of affiliated companies and a team of external consultants and technical partners. Please refer to our website [www.bonyanpartners.com.au](http://www.bonyanpartners.com.au) for more detail.

BonYan Partners Pty Ltd also referred to in this Policy as "BonYan" "BonYan Partners" "us" "we" and "our" seeks to provide the best possible products and services to our customers, employees, suppliers, contractors, directors, shareholders and members of the public. We understand how important it is to keep your personal information protected. It is important to us that you are confident that any personal information we collect from you or is received by us will be treated with appropriate respect.

We respect your rights to privacy as detailed under the Privacy Act 1988 (Cth) (Act) and recognise your rights in relation to your personal information. This document tells you how we collate and deal with your personal information. We comply with all of the Act's requirements in respect to personal information collection, management, sharing and disclosure.

## Personal information

The term "personal information" has the meaning given to it by the Act. In summary, it is information that can be used to personally identify you or that you can be reasonably identified from it.

### Personal information we may collect and hold

- your name, age, year of birth or gender
- mailing address, or street address, or email address, or telephone number
- occupation, or job title, or profession
- banking details
- details of products and services you have purchased or showed interest in or the information necessary to deliver those products and services to you or to respond to your interest

### Other information we may collect and hold

We may also collect and process information that is not personal and does not identify you including answers to surveys or preferences or aggregated information about the visit and use of our website

### Collection of personal information

Where reasonable and practical we will collect your personal information only directly from you. However, we will also collect information about you from third parties such as from our contractors who supply services to us; from a publicly maintained record or from other individuals or companies as authorised by you; through your access and use of our website; conversations between you and our agents or directors or employees; your business card; forms you may have filled or through lawful third parties including credit reporting agencies, councils, law enforcement agencies and formal entities.

If you provide information to us about someone else, you must ensure that you are entitled by law to disclose that information to us and that, without us taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described in this Privacy Policy. You should take reasonable steps to ensure the individual concerned is aware of the various matters detailed in this Privacy Policy.

## **Cookies**

We may collect your personal information through the use of cookies, a small electronic file containing a unique ID, which we send to your computer. This enables us to recognise your computer each time you visit our website. It also enables us to keep track of products or services you view so that, if you consent, we can send you news about those products or services. We may also use cookies to measure our website traffic patterns. We use this to research our users' habits so that we can improve our services.

Our cookies do not ask for personal information. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them. We may also log IP addresses, the electronic addresses of computers connected to the web, to analyse trends, track users' movements, and gather broad demographic data.

## **Absence of personal information**

If you do not provide us with certain personal information, we may not be able to provide the requested products or services to you, either to the same standard or at all.

## **We collect, hold, use and disclose your personal information for the following purposes**

- to provide products and services to you and to send information you have requested
- to answer enquiries and provide information or opinions about products or services that we or our affiliates are offering
- to provide your personal information to our affiliates, contractors or other third parties
- for our administrative, marketing, direct marketing, planning, product or service development, quality control and research purposes
- to update your contact details
- to process any concerns or complaint made by you
- to comply with any law and binding determinations of any country

## **Direct marketing materials**

We may send you direct marketing communications and information in various forms about our or our affiliates' products and services that we consider of interest to you, in accordance with applicable marketing laws.

## **Access to and correction of your personal information**

You may at any time request access to any personal information we hold about you and that you are entitled to access, by contacting us (see contact detail below). We will not charge you for lodging a request for a copy of your personal information but you will be asked to pay a reasonable fee for the work involved in providing you with this information and for associated costs such as photocopying and posting. We will notify you of any costs before your request is processed.

There may be situations where we are not required to provide you with access to your personal information, such as information relating to an existing or anticipated legal proceeding with you, or if your request is vexatious, or if granting access would interfere with the privacy of others, or if it would result in a breach of confidentiality.

If you believe that personal information we hold about you is incorrect or inaccurate, then you may request us to amend it and we will then determine if there are grounds for amendment. You may ask us at any time to correct personal information held by us about you, which you believe is incorrect or out of date. We will not charge you to correct information that you consider is out of date.

## **Breach of privacy**

If you believe that your privacy has been breached or if you wish to make a complaint, then please contact us in writing and provide details of the incident so that we can investigate it. If you are unsatisfied with our response then please contact us and we will explain to you how you can make a complaint to the Office of the Australian Information Commissioner.

## **Information Security**

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure. Your information is stored securely whether in an electronic or physical form. All details of our employees, directors, customers and contacts are held on a secure iCloud database and in a single computer in our office. Access to this database is restricted.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

## **Our Contact**

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please contact us. We will treat your requests or complaints confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

The Director  
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## **Changes to our privacy policy**

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website.