



Privacy Policy

Effective Date: 3 April 2024

Genesis Strata Management ("we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, and disclose personal information when you use our services or interact with us. This Privacy Policy applies to our website, mobile applications, and other online services that link to or reference this Privacy Policy.

1. Information We Collect

To enable us to undertake our role in accordance with our agency agreement and relevant legislation it is necessary for us to collect and hold personal information about you, if you are an owner, tenant, proxy holder, company nominee or other associated person or company with a strata scheme, community association or building management committee under our management.

2. The types of personal information we may collect include:

- Contact information (such as name, email address, mailing address, and phone number)
- Payment information (such as credit card details)
- Account credentials (such as username and password)
- Communication preferences

We may also collect information automatically when you use our services, such as:

- Device information (such as IP address, browser type, operating system, and device identifiers)
- Usage information (such as pages visited, links clicked, and referring website)
- Location information (if you enable location services)

3. How We Use Your Information

We may use the personal information we collect for the following purposes:

- To provide and maintain our services
- To fulfill our obligations and that of our clients under the *Strata Schemes Management Act (NSW) 2015*
- To communicate with you about your account or transactions
- To send you marketing communications
- To conduct research and analysis

- To customize and improve our services
- To comply with legal obligations

4. *How We Disclose Your Information*

We may share your personal information with third parties in the following circumstances:

- When a strata inspection of the books and records is undertaken by an authorised party in accordance with s182 of the Strata Schemes Management Act. Please note we are obligated to provide the strata roll on request to authorised persons undertaking a search.
- To the Secretary of the Owners Corporation/Building Management Committee/Community Association on request.
- With service providers who help us operate our business.
- With contractors undertaking repairs and maintenance to the common property.
- With law enforcement or other government authorities in response to legal requests or to protect our rights or the rights of others
- In connection with a merger, acquisition, or sale of assets

We do not sell or rent your personal information to third parties for their marketing purposes.

5. *Your Choices*

You may have certain choices regarding the personal information we collect and how we use it:

- You can update your account information and communication preferences by logging into your account on our portal or by contacting our office.
- You can opt-out of receiving marketing communications by following the instructions provided in the communication.
- You can disable cookies and other tracking technologies through your browser settings, although this may affect the functionality of our services.

6. *Data Security*

We take reasonable measures to protect the personal information we collect from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security.

7. *Updates to this Privacy Policy*

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We will notify you of any material changes by posting the updated Privacy Policy on our website and updating the effective date.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, you may contact us at:

(02) 8011 1400 or strata@genesistrata.com.au

By using our services, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

