

METROBUILD PRIVACY POLICY

Metrobuild's Privacy Policy

Metrobuild Pty Ltd ACN 056 643 808 (Metrobuild, we, us or our) respects your privacy and we are committed to managing your personal information responsibly and in accordance with the Privacy Act 1988. If you provide us with your personal information, then you agree to your information being collected, held, used and disclosed as set out in this Privacy Policy.

We may update and revise this Privacy Policy from time to time. This version of our Privacy Policy was last updated in June 2018.

What is Personal Information and why do we collect it?

Personal information is information or an opinion that identifies an individual. The personal information we collect from you is what is reasonably necessary for our business functions and includes your name, address, email address and telephone number. This personal information is obtained in many ways including by telephone, our website, from documents or correspondence, by email and from third parties. We do not guarantee website links or policy of authorised third parties.

Purpose of collection of your Personal Information

We collect your personal information for the following purpose (each a Primary Purpose):

- to communicate with you, including about our products and services, special offers, and events which might interest you
- to interact with you via social media and digital marketing
- to provide your personal information to third parties and service providers that assist us in providing products and services you have requested, such as estate agents
- carry out administration, marketing, planning, product and service development, quality control and research to improve the way Metrobuild and its related bodies corporate and service providers provide products and services to you
- to consider and respond to complaints made by you
- to comply with laws or regulations or to comply with any directions given by regulators or authorities

We may also use your personal Information for secondary purposes closely related to the Primary Purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect personal information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Notifications, communications and direct marketing

We may send you communications for various reasons, including—

- direct marketing communications and information about any other services offered by us that we expect may be of interest to you

- information about products and services offered by us or our partners

These communications may be sent in various forms, including mail, fax and email. At any time you may opt-out of receiving marketing communications from us by contacting us (see contact details below).

Cookies

We may use “cookies” to help us tailor our website to better suit your needs and improve our service. Cookies are small text files that are stored in your computer's memory and hard drive when you visit certain web pages. Cookies are used to enable websites to function or to provide information to the owners of a website.

Overseas recipients

We do not anticipate that we will disclose personal information to overseas recipients.

Third Parties

Where reasonable and practicable to do so, we will collect your personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your personal information may be disclosed in a number of circumstances including the following:

- Third parties where you have consented to the use or disclosure in accordance with this Privacy Policy
- Where required or authorised by law.

Security of Personal Information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information.

Accuracy, completeness and access to your personal information

We will endeavour to ensure your personal information is kept accurate, complete, up to date and relevant. If you wish to access your personal information we hold and/or to update and/or correct it, please contact us in writing using the details below. We will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your personal information. In order to protect your personal information we may require identification from you before releasing the requested information.

How can you complain about a breach of privacy?

If you have a complaint about a breach of this Privacy Policy, then you may make a complaint to us using the contact details set out below. Your complaint will be referred to our Privacy Officer who will

investigate the issue and determine the steps we will take to resolve your complaint. We may ask you to provide additional information.

Request a copy of this Privacy Policy and further information

A copy of our current Privacy Policy is available from us free of charge from our website. You can also request a copy of the Privacy Policy to be sent to you in a particular form—

- by email, by emailing your request to metrobuild@metrobuild.com.au
- by calling us on 03 9815 2188
- by post, by writing to us at Level 2, 25 Burwood Road, Hawthorn, Victoria 3122

If you have any further questions relating to this Privacy Policy, or concerns about the way in which we have handled your personal information, then please contact us.