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# ETHOS BUILDING & RESTORATION

## PRIVACY POLICY

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**Approved by:** Aaron Hair

**Position:** Director

**Dated:** 10.08.2021

**Reviewed:** 12.06.2023

**Signature:**





## 1. PRIVACY POLICY

Ethos Building & Restoration is committed to protecting the privacy of an individual's information. We value the privacy of our customers, clients, employees, contractors, and third-party affiliates and take every precaution to safeguard your personal information. This policy outlines our ongoing obligations in respect of how we manage your Personal Information. We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act).

The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

## 2. PERSONAL INFORMATION

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

Personal information that Ethos Building & Restoration may hold includes but is not limited to:

- your name, address, telephone number, fax numbers, email address, driver's licence details, information about use of our services, insurance history, employment details and history and information about properties previously or currently owned or rented.
- records of our interactions with you, such as telephone conversations and system notes
- historical information such as prior insurance claims and services provided by Ethos Building & Restoration

This Personal Information is obtained in many ways including correspondence, by telephone, by email, and or via our website [www.ethosbuilding.com.au](http://www.ethosbuilding.com.au). We may also collect personal information via and including:

- when liaising with your insurer and other third parties such as loss adjusters and brokers
- Trade & Supplier application forms.
- when we conduct credit checks through credit reporting bodies or various public domain databases
- When you pay for goods or services with methods other than cash
- When we make enquires through ASIC, Centrelink, or the Titles Office
- When evaluating job applicants and personnel, including their contact details, employment history, educational qualifications, and reference checks. This may include "sensitive information".



We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and for marketing purposes. 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. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

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.

### 3. SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

1. For the primary purpose for which it was obtained
2. For a secondary purpose that is directly related to the primary purpose
3. With your consent, or where required or authorised by law.

### 4. 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.

### 5. DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information may be disclosed in a number of circumstances including the following:

- To third party goods or services providers for the purpose of delivering our business services
- Your insurer, loss adjuster, managing agent and or landlord for the purpose of delivering our business services.
- Where required or authorised by law.



All third parties to whom we provide your Personal Information will only be for the purpose of conducting our business. Personal Information provided to our affiliated third parties is subject to our privacy standards.

## 6. SECURITY OF PERSONAL INFORMATION

Ethos Building & Restoration will take reasonable steps to protect your personal information, including internal and external security, restricting access to personal information to those who may need to know, maintain technological products to prevent unauthorised computer access and regularly reviewing our technology to maintain security.

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. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## 7. ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Joe Di Natale  
Chief Operating Officer  
Joe.dinatale@ethosbuilding.com.au  
136 Roden Street, West Melbourne. VIC 3003.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

## 8. MAINTAINING YOUR PERSONAL INFORMATION

Maintaining the Quality of your Personal Information and ensuring it is up to date, is important to us. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.



## 9. OVERSEAS DISCLOSURE

The Personal Information we collect, and hold is stored on a secure database located in Australia. There is no disclosure to any overseas organisations.

## 10. POLICY UPDATES

This Policy may change from time to time and is available on our website.

## 11. PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy please contact:

Joe Di Natale  
Chief Operating Officer  
Joe.dinatale@ethosbuilding.com.au  
136 Roden Street, West Melbourne. VIC 3003.