

# Privacy Policy

Last updated September 2024

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Essence Communities Pty Ltd (ACN 639 534 740) (**Essence Communities**)

In this Privacy Policy, the expressions **Essence Communities**, **we**, **us** and **our** refer to Essence Communities Pty Ltd (ACN 639 534 740).

We comply with the Australian Privacy Principles and the *Privacy Act 1988* (Cth) (**Privacy Act**). The Privacy Act governs the way private sector organisations collect, use, keep secure and disclose **personal information** (as defined in **Section 1**).

The purpose of this Privacy Policy is to generally inform people of:

- how and when we **collect** personal information ;
- how we **use and disclose** personal information ;
- how we keep personal information **secure, accurate and up-to-date**;
- how you (as an individual) can **access and correct** your personal information ; and
- how we will **resolve** a privacy complaint or concern.

If you have any concerns or complaints about the manner in which your personal information has been collected, used or disclosed by us, please contact our privacy officer so that we can attempt to resolve the issue or complaint. Please see **Section 11** for further details.

We recommend that you keep this information for future reference.

## **1. What is personal information?**

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“Personal information” means any information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not.

## **2. The kinds of personal information collected, used and disclosed by Essence Communities**

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We will only use or disclose your personal information for the primary purposes for which it was collected or as consented to by you.

At or around the time we collect personal information from you, we will endeavour to provide you with a notice which details how we will use and disclose that specific information.

We set out some common collection, use and disclosure instances in the table below.

Purpose	Type of Information	Uses	Disclosures
Enquiries	<p>Information collected when you purchase our products or request information about the products and services we offer (e.g. investment opportunities, accommodation services or residency, ),including where applicable:</p> <ul style="list-style-type: none"> <li>• <b>Contact information:</b> Such as your name, Company name, address, billing address (if different to address), email address, phone numbers.</li> <li>• <b>Transaction sales:</b> Such as: <ul style="list-style-type: none"> <li>- Delivery information.</li> <li>- Billing and account details.</li> <li>- Payment card details.</li> </ul> </li> <li>• <b>Customer Service:</b> Information collected by our customer services department.</li> <li>• <b>Management Authority:</b> the personal information required to complete our Management Authority documentation for investors, including your banking and insurance details.</li> </ul>	<p>The types of uses we will make of personal information collected for this type of purpose include:</p> <ul style="list-style-type: none"> <li>• <b>Identity verification:</b> if required, the verification of your identity.</li> <li>• <b>Services:</b> the provision of our services to you including: <ul style="list-style-type: none"> <li>- Using your personal information in order for you to use the products and services offered.</li> <li>- Payment processing, including charging, credit card authorisation, verification and debt collection.</li> <li>- Checks for financial standing and credit-worthiness.</li> <li>- To provide customer service functions, including handling customer enquiries and complaints and managing investor properties.</li> </ul> </li> <li>• <b>General administrative use:</b> <ul style="list-style-type: none"> <li>- The use for the administration and management of Essence Communities.</li> <li>- The maintenance and development of our products and services, business systems and infrastructure.</li> <li>- In connection with the sale of any part of Essence Communities' business or a company owned by a Essence Communities entity.</li> <li>- To provide customer services to clients and for quality assurance purposes.</li> </ul> </li> </ul>	<p>The types of disclosures we will make of personal information collected for the type of purposes listed include, without limitation, to:</p> <ul style="list-style-type: none"> <li>• Third parties connected with the sales process including ecommerce, product suppliers, payment gateway providers and financial institutions.</li> <li>• Service providers (including IT service providers and consultants) who assist Essence Communities in providing our products and services.</li> <li>• Our affiliates.</li> <li>• For investors: any applicable owner corporations, body corporate groups and city councils.</li> <li>• Third parties in connection with the sale of any part of Essence Communities' business or a company owned by a Essence Communities entity.</li> <li>• As required or authorised by law.</li> </ul>

Purpose	Type of Information	Uses	Disclosures
Tenants	<ul style="list-style-type: none"> <li>• <b>Contact and identifying information:</b> <ul style="list-style-type: none"> <li>- Such as your name, date of birth, address, billing address, email address, phone and fax numbers, nationality, residency or visa information, and gender.</li> <li>- Alternative Contact, address and phone number, and emergency contact details.</li> <li>- Bank account, online payments system, credit or debit card details.</li> <li>- Details of required primary identification information (such as a current drivers licence, passport, etc).</li> </ul> </li> <li>• <b>Medical conditions:</b> We may collect or become aware of sensitive information about you, such as medical details or health information, if you share it with us or we receive if you are involved in a medical situation on our premises.</li> <li>• <b>Background check:</b> information obtained from you or third parties to perform background checks.</li> <li>• <b>Previous tenancies:</b> Details of your previous residential tenancy arrangements including the landlord/letting agent's contact information, your tenancy period, and whether your security deposit/ bond was refunded in full (including reasons, if any).</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Identity verification:</b> if required, the verification of your identity and proof of residency in Australia.</li> <li>• <b>For tenants or residents:</b> <ul style="list-style-type: none"> <li>- the consideration and processing of your accommodation or tenancy application, and associated lease and bond documentation.</li> <li>- to conduct inspections and collect personal belongings from the premises at the end of your stay or residency, and to ensure the safety of all tenants at any given time.</li> <li>- to facilitate your participation in our resident activities and events.</li> </ul> </li> <li>• <b>Payments and purchases:</b> The processing of any payments and refunds, credit card authorisations, verifications and debt collection, if applicable.</li> <li>• <b>General administrative and security use:</b> <ul style="list-style-type: none"> <li>- The use for security and safety purposes, including the use of your details in a medical emergency or as lawfully directed or required by a government body.</li> <li>- The use for the administration and management of Essence Communities.</li> <li>- The maintenance and development of our products and services, business systems and infrastructure.</li> <li>- In connection with the sale of any part of our business, a property, or a company owned by a Essence Communities entity.</li> </ul> </li> <li>• To provide customer services to clients and for quality assurance purposes.</li> </ul>	<p>We may disclose personal information to:</p> <ul style="list-style-type: none"> <li>• Our contractors, agents and third party providers who manage rge build to rent operations, and undertake billing, credit, caretaker, security, maintenance and utilities services on our behalf.</li> <li>• Investors in the property that you are leasing from us.</li> <li>• Third party providers who assist us in providing our products and services to you. Or provide us with advice or other related services.</li> <li>• Your previous landlord/letting agent, for the purposes of conducting a reference check and verifying your residential letting history.</li> <li>• Third parties, such as external debt recovery agents, court or other entities to which we are required by law to disclose personal information.</li> <li>• Government and regulatory authorities such as health authorities or agencies, the applicable residential tenancies tribunal, or the relevant police authority to conduct criminal checks.</li> </ul>

Purpose	Type of Information	Uses	Disclosures
Marketing, testimonials, surveys and competitions	<ul style="list-style-type: none"> <li>• <b>Contact information:</b> Such as your name, email address, current postal and residential addresses, phone numbers, country of residence (and, if applicable, age).</li> <li>• <b>Website enquiries:</b> Such as your name, email address, phone number and any information you provide to us as part of your message.</li> <li>• <b>Social media activity:</b> Including “likes”, comments posted, any of your oppositions or feedback, photos posted or uploaded and other information pertaining to your social media activities which concern, or relate, to UniLodge.</li> <li>• <b>Competitions and surveys:</b> Any personal information you include in any survey answers or competition entries you send to us.</li> <li>• <b>Contact details and testimonials:</b> If you agree to be engaged for testimonial purposes for inclusion in our promotional material, your photograph, name, testimonial and any other personal information you disclose on our Consent to Release Image or Recording Form and in any recordings themselves.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>General marketing, surveys and consumer analytics:</b> Using your personal information : <ul style="list-style-type: none"> <li>- To aggregate with other information and to then use it for marketing and consumer analytics.</li> <li>- To offer you updates on products, events or information that may be of interest to you.</li> <li>- For Marketing and promotional activities by us (including by direct mail, SMS and email) such as our email alerts, product awareness information and newsletters.</li> </ul> </li> <li>• <b>Competitions</b> <ul style="list-style-type: none"> <li>- To facilitate your participation in our competitions.</li> <li>- To offer you updates on products, events or information that may be of interest to you.</li> </ul> </li> <li>• <b>Online accounts or social media:</b> If you participate in our social media platforms (such as Facebook) and you provide us with your personal information or personal data, we will use it for: <ul style="list-style-type: none"> <li>- Adding account holders to the marketing database.</li> <li>- Customer service related contact.</li> <li>- Responding to social media messages.</li> <li>- Fulfilling social media platform rules.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• We may disclose your personal information to third parties connected with the marketing process who assist us in providing or marketing our products and services to you.</li> <li>• All other personal information you provide to us as part of your engagement may be disclosed as follows: <ul style="list-style-type: none"> <li>- Service providers (including IT service providers and consultants) who assist Essence Communities in providing our products and services.</li> <li>- Related bodies corporate of Indi.</li> <li>- Third parties in connection with the sale of any part of Essence Communities’ business or a company owned by a Essence Communities’ entity.</li> </ul> </li> <li>• We will also disclose your personal information as required or authorised by law.</li> </ul>

Purpose	Type of Information	Uses	Disclosures
Human resources	<ul style="list-style-type: none"> <li>• <b>Contact information:</b> Such as your name, e-mail address, current postal and residential address, phone numbers, next of kin contact details.</li> <li>• <b>Employee record information</b></li> <li>• <b>Identifying information:</b> Such as your gender, nationality, photo, passport or birth certificate, residency details, date of birth.</li> <li>• <b>CV, resume or application related information:</b> Such as the details provided in your resume or CV, your eligibility to work in Australia (as applicable), your education, previous employment details, professional memberships or trade qualifications.</li> <li>• <b>Tax, superannuation and payroll information:</b> Such as your Tax File Number and ATO Declaration, Superannuation details and financial institution details.</li> <li>• <b>Background check information:</b> Information obtained from you or third parties to perform background checks.</li> <li>• <b>Medical or health information:</b> Information you voluntarily provide to us in relation to your capacity to undertake your role or such other information which may be related to an incident which has occurred during the course of your employment.</li> <li>• <b>Performance related information:</b> Pre-employment testing and other information collected by Essence Communities' systems in the course of the employee or contractor's engagement with Essence Communities.</li> <li>• <b>Information collected from referees</b></li> <li>• <b>Security information:</b> Such as CCTV footage and photographs taken on our premises.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Background check information:</b> Utilising the information collected for the purpose of assessing candidate suitability for role, including by obtaining: <ul style="list-style-type: none"> <li>- Verification of your identity and age.</li> <li>- Criminal history check in Australia .</li> <li>- Background checks including publicly available information including LinkedIn or other social media platforms.</li> <li>- Working with Children checks in Australia.</li> <li>- Confirmation of eligibility to work in Australia.</li> <li>- Confirmation of education and qualifications.</li> <li>- Confirmation of previous employment.</li> <li>- Consideration regarding medical leave.</li> </ul> </li> <li>• <b>Administration and performance monitoring use:</b> Utilising the information collected for the purpose of: <ul style="list-style-type: none"> <li>- Dealings related to the employer/employee relationship or the contractor/principal relationship (as the case may be).</li> <li>- Use of such information whether or not the employment or contractor relationship is prospective, current or past.</li> <li>- Use of such information to monitor systems, performance and time usage and internet usage.</li> <li>- The use of your personal information collected in the administration and management of Essence Communities.</li> <li>- In connection with the sale of any part of Essence Communities' business or a company owned by a Essence Communities entity.</li> </ul> </li> </ul>	<p>We may disclose your personal information to:</p> <ul style="list-style-type: none"> <li>• Relevant superannuation company provider.</li> <li>• Government agencies, including but not limited to The Australian Taxation Office, Centrelink and Child Support Agency..</li> <li>• Relevant Worker's Compensation organisation (e.g. WorkCover etc).</li> <li>• Third party referees provided by you in connection with an application made to Essence Communities.</li> <li>• Service providers (including IT service providers and payroll providers), if any.</li> <li>• Recruitment agents used in connection with your application with us.</li> <li>• Third parties in connection with the sale of any part of Essence Communities' business or a company owned by a Essence Communities entity.</li> <li>• Third party parties in connection with obtaining any background checks, pre-employment screening.</li> <li>• Financial institutions for payroll purposes.</li> <li>• As required or authorised by law.</li> </ul>
Investors and owners	<ul style="list-style-type: none"> <li>• <b>Contact and identifying information:</b> <ul style="list-style-type: none"> <li>- Such as your name, date of birth, address, billing address, email address, phone and fax numbers.</li> <li>- Bank account, credit or debit card details.</li> <li>- Details of required primary identification information (such as a current drivers licence, passport, etc).</li> </ul> </li> <li>• <b>Transaction Sales:</b> Such as: <ul style="list-style-type: none"> <li>- Delivery information.</li> <li>- Billing and account details.</li> <li>- Payment card details.</li> </ul> </li> <li>• <b>Customer Service:</b> Information collected in connection by our customer services department.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Investor Application:</b> using your personal information to consider and process your application to become a Essence Communities investor, and to process payments should your application be successful.</li> </ul>	<ul style="list-style-type: none"> <li>• Third parties connected with the marketing process who assist us in providing our products and services to you.</li> <li>• Third parties that assist with our mailing list distribution.</li> <li>• The parties listed in the Disclosure column for "<i>Enquiries about investment and sales</i>".</li> </ul>

### **3. How we collect and hold personal information**

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#### **3.1 Collection generally**

As much as possible or unless provided otherwise in this Privacy Policy or a notification, we will collect your personal information directly from you.

When you engage in certain activities, such as by submitting an online enquiry or participating in one of our surveys, we may ask you to provide certain information. It is completely optional for you to engage in these activities.

Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information or any other information we require in order for us to provide our products or services to you, we may be unable to provide our products or services to you in an effective manner, or at all.

#### **3.2 Other collection types**

We may also collect personal information about you from other sources, such as your previous landlords or letting agents, other referees, government agencies and other third parties. Some examples of these alternative collection events are:

- (a) where you have expressed interest in, or applies for an inspection of, a property over a third party website or platform (such as realestate.com.au or domain.com.au), your personal information may be provided to us from the operator of the website or platform;
- (b) when we collect personal information from your previous landlord/s or letting agent/s;
- (c) when we collect personal information about you if we are required to conduct a personal criminal check, credit check or referee checks; or
- (d) when we collect personal information about you from publicly available sources including but not limited to, court judgments, directorship and bankruptcy searches, Australia Post or New Zealand Post (as applicable), White Pages directory, and social media platforms (such as Facebook, Twitter, Google, Instagram, LinkedIn etc).

#### **3.3 Notification of collection**

If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and why, unless special circumstances apply, including as described in Items (a) to (d) below.

Generally speaking, we will not tell you when we collect personal information about you in the following circumstances:

- (a) where you are listed as an emergency contact for one of our residents;
- (b) where information is collected from any previous landlord or letting agent, or personal referee you have listed on any application form (including any employment application) with Essence Communities;
- (c) where information is collected from publicly available sources including but not limited to court judgments, directorship and bankruptcy searches, social media platforms (such as Facebook, Twitter, Google, Instagram etc); or
- (d) as otherwise required or authorised by law.

### 3.4 Unsolicited personal information

In the event we collect personal information from you, or a third party, in circumstances where we have not requested or solicited that information (known as **unsolicited information**), and it is determined by Essence Communities (in its absolute discretion) that the personal information is not required, we will destroy the information or ensure that the information is de-identified.

In the event that the unsolicited personal information collected is in relation to potential future employment with Essence Communities, such as your CV, resume or candidacy related information, and it is determined by Essence Communities (in its absolute discretion) that it may consider you for potential future employment, Essence Communities may keep the personal information on its human resource records.

### 3.5 How we hold your personal information

Once we collect your personal information, we will either hold it securely and store it on infrastructure owned or controlled by us, or (as permitted under Australian law) with a third party service provider who has taken reasonable steps to ensure it complies with the *Privacy Act 1988* (Cth).

We provide more general information on our security measures in **Section 9 (Data security and quality)**.

### 3.6 Cookies and IP addresses

If you use our website, we may utilise "cookies" (including through Google Analytics) which enable us to monitor traffic patterns, trends and to serve you more efficiently if you revisit our website. In most cases, a cookie does not identify you personally but may identify your internet service provider or computer.

We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you personally.

However, in some cases, cookies may enable us to aggregate certain information with other personal information we collect and hold about you. Essence Communities extends the same privacy protection to your personal information, whether gathered via cookies or from other sources, as detailed in this Privacy Policy.

You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved web site experience that cookies offer.

## 4. Uses and disclosures of personal information

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### 4.1 Use and disclosure details

We provide a detailed list at **Section 2** of some common uses and disclosures we make regarding the personal information we collect.

### 4.2 Other uses and disclosures

We may also use or disclose your personal information and in doing so we are not required to seek your additional consent:

- (a) when it is disclosed or used for a purpose related to (or in the case of sensitive information, directly related to) the primary purposes of collection detailed above and you would reasonably expect your personal information to be used or disclosed for such a purpose;



- (b) if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;
- (c) if we have reason to suspect that unlawful activity has been, or is being, engaged in; or
- (d) if it is required or authorised by law;
- (e) as otherwise permitted under the Privacy Act.

#### 4.3 Use and disclosure procedures

In the event we propose to use or disclose such personal information other than for reasons set out in the above table at **Section 2** or as otherwise outlined in this Privacy Policy, we will first notify you or seek your consent prior to such disclosure or use.

Your personal information is disclosed to these organisations or parties only in relation to the products or services we provide to you or for a purpose permitted by this Privacy Policy.

We take such steps as are reasonable to ensure that these organisations or parties are aware of the provisions of this Privacy Policy in relation to your personal information .

#### 4.4 Automated decision-making

We will not use your personal information in making substantially automated decisions which have a legal or similarly significant effect on your individual rights.

#### 4.5 Communications opt-out

If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us via the details set out at the top of this document and we will ensure the relevant communication ceases. Any other use or disclosure we make of your personal information will only be as required or authorised by law or as permitted by this Privacy Policy or otherwise with your consent.

### 5. Sensitive information

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#### 5.1 Sensitive information generally

Sensitive information is a subset of personal information . It means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

#### 5.2 Collection and use of sensitive information

Given the nature of our business, we do require the collection of some sensitive information if you wish to utilise our services or apply for employment with us. However, we attempt to limit the collection of sensitive information we may collect from you, and we do not collect sensitive information from you without your consent.

The type of sensitive information we may collect about you is dependent on the services provided to you by Essence Communities and will be limited to the purpose(s) for which it is collected. We set out some types of sensitive information we may collect about you in the "*Human resources*" and "*Tenants*" sections of the table at **Section 2** above.

We do not use sensitive information to send you Direct Marketing Communications (as set out in **Section 6** below) without your express consent.

### 5.3 Consent

We may collect other types of sensitive information where you have consented and agree to the collection of such information. Generally speaking, we will obtain this type of consent from you at (or around) the point in time in which we collect the information.

## 6. Direct Marketing

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### 6.1 Express informed consent

You give your express and informed consent to us using your personal information set out in:

- (a) the “*Enquiries*” section; and
- (b) the “*Marketing, testimonials, surveys and competitions*” section,

of the table at **Section 2** of this document above to provide you with information and to tell you about our products, services or events or any other direct marketing activity (including third party products, services, and events) which we consider may be of interest to you, whether by post, email, SMS or the Essence Communities mobile app (**Direct Marketing Communications**).

### 6.2 Inferred consent and reasonable expectations of direct marketing

Without limitation to **paragraph 6.1**, if you have provided inferred or implied consent (e.g. not opting out where an opt-out opportunity has been provided to you) or if it is within your reasonable expectation that we send you Direct Marketing Communications given the transaction or communication you have had with us, then we may also use your personal information for the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.

### 6.3 Opt-out

If at any time you do not wish to receive any further Direct Marketing Communications from us or others under this **Section 6**, you may ask us not to send you any further information about products and services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the “unsubscribe” facility included in the Direct Marketing Communication or by contacting us via the details set out at the top of this document.

## 7. Anonymity and pseudo-anonymity

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Due to the nature of **our** services, it is only practicable or reasonable for us to transact and correspond with you on a named basis. Generally, your personal information is required in order to provide you with our products and services or to resolve any issue you may have.

## 8. Cross Border Disclosure

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### 8.1 Cross border disclosures

Any personal information collected and held by Essence Communities in may be disclosed or transferred to, and held at, a destination outside Australia, including but not limited to New Zealand, the United States and the United Kingdom where we utilise third party service providers to assist Essence Communities with providing our goods and services to you.

Personal information may also be processed by staff or by other third parties operating outside Australia or New Zealand who work for us or for one of our suppliers, contractors or agents.

As we use service providers and platforms which can be accessed from various countries via an Internet connection, it is not always practicable to know where your information may be

held. If your information is stored in this way, disclosures may occur in countries other than those listed above.

In addition we may in the future utilise overseas IT services (including software, platforms and infrastructure), such as data storage facilities or other IT infrastructure. In such cases, we may own or control such overseas infrastructure or we may have entered into contractual arrangements with third party service providers to assist Essence Communities with providing our products and services to you.

## 8.2 Provision of informed consent

By submitting your personal information to Essence Communities, you expressly agree and consent to the disclosure, transfer, storing or processing of your personal information outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to personal information. However, we will take steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

The Privacy Act requires us to take such steps as are reasonable in the circumstances to ensure that any recipients of your personal information outside of Australia do not breach the privacy principles contained within the Privacy Act. By providing your consent, under the Privacy Act, we are not required to take such steps as may be reasonable in the circumstances. However, despite this, we acknowledge the importance of protecting personal information and have taken reasonable steps to ensure that your information or data is used by third parties securely and in accordance with the terms of this Privacy Policy.

## 8.3 If you do not consent

If you do not agree to the disclosure of your personal information outside Australia by Essence Communities, you should (after being informed of the cross border disclosure) tell Essence Communities that you do not consent. To do this, either elect not to submit the personal information to Essence Communities after being reasonably informed in a collection notification or please contact us via the details set out at the top of this document.

## 9. Data security and quality

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### 9.1 Essence Communities' security generally

We have taken steps to help secure and protect your personal information from unauthorised access, use, disclosure, alteration, or destruction. You will appreciate, however, that we cannot guarantee the security of all transmissions or personal information, especially where human error is involved or malicious activity by a third party.

Notwithstanding the above, we will take reasonable steps to:

- (a) make sure that the personal information we collect, use or disclose is accurate, complete and up to date;
- (b) protect your personal information from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods; and
- (c) destroy or permanently de-identify personal information if it is no longer needed for its purpose of collection.

### 9.2 Accuracy

The accuracy of personal information depends largely on the information you provide to us, so we recommend that you:

- (a) let us know if there are any errors in your personal information; and

- (b) keep us up-to-date with changes to your personal information (such as your name or address).

We provide information about how you can access and correct your information in **Section 10**.

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

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You are entitled to have access to any personal information relating to you which we hold, except in some exceptional circumstances provided by law (including under The Privacy Act). You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like access to or correct any records of personal information we have about you, you are able to access and update that information (subject to the above) by contacting us via the details set out at the top of this document.

## **11. Resolving privacy complaints**

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### **11.1 Complaints generally**

We have put in place an effective mechanism and procedure to resolve privacy complaints. We will ensure that all complaints are dealt with in a reasonably appropriate timeframe so that a decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of such decision.

### **11.2 Contacting Essence Communities regarding complaints**

If you have any concerns or complaints about how we have collected, used or disclosed and stored your personal information, please contact us:

Telephone: +61 7 3233 3779

Email: [info@essencecommunities.com.au](mailto:info@essencecommunities.com.au)

Address: Level 22, 100 Creek Street, Brisbane, Qld, 4000, Australia

Please mark your correspondence to the attention of the Privacy Officer.

### **11.3 Steps we take to resolve a complaint**

In order to resolve a complaint, we:

- (a) will liaise with you to identify and define the nature and cause of the complaint;
- (b) may request that you provide the details of the complaint in writing;
- (c) will keep you informed of the likely time within which we will respond to your complaint; and
- (d) will inform you of the legislative basis (if any) of our decision in resolving such complaint.

### **11.4 Register of complaints**

We will keep a record of the complaint and any action taken in a Register of Complaints.

### **11.5 Unresolved complaints**

If you have any concerns about our handling of your personal information or your complaint, you may raise your complaint to the Office of the Australian Information Commissioner:

Website:            oaic.gov.au  
Phone:             1300 363 992  
Post:                GPO Box 5218 Sydney, NSW 2001

## **12. Consent, modifications and updates**

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### **12.1 Interaction of this Policy with contracts**

This Privacy Policy is a compliance document prescribed by law rather than a legal contract between two or more persons. However, certain contracts may incorporate all, or part, of this Privacy Policy into the terms of that contract. In such instances, Essence Communities may incorporate the terms of this policy such that:

- (a) certain sections or paragraphs in this policy are incorporated into that contract, but in such a way that they do not give rise to contractual obligations onto Essence Communities, but do create contractual obligations on the other party to the contract; and
- (b) the consents provided in this policy become contractual terms provided by the other party to the contract.

### **12.2 Acknowledgement**

By using our website, purchasing a product or service from Essence Communities, where you have been provided with a copy of our Privacy Policy or had a copy of our Privacy Policy reasonably available to you, you are acknowledging and agreeing:

- (a) to provide the consents given by you in this Privacy Policy; and
- (b) that you have been informed of all of the matters in this Privacy Policy.

### **12.3 Modifications and updates**

We reserve the right to modify our Privacy Policy as our business needs require. We will take reasonable steps to notify you of such changes (whether by direct communication or by posting a notice on our website).

If you do not agree to our continued use of your personal information due to the changes in our Privacy Policy, please stop providing us with your personal information, and contact us via the details set out at the top of this document.