

## PRIVACY POLICY

HVAC Australia Pty Ltd



Version 1: 02/08/2018

**SCI QUAL**  
INTERNATIONAL

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## **1.0 Introduction**

HVAC Australia Pty Ltd (HVAC) is subject to the Australian Privacy Principles contained in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The purpose of this Policy is to describe how the HVAC Group complies with the privacy requirements in protecting the personal information HVAC Group holds about individuals. This Policy is applicable to the HVAC Group and its controlled entities (collectively referred to as "HVAC" below).

## **2.0 Personal Information**

Personal information is defined as information or an opinion that can identify or can reasonably identify an individual.

## **3.0 Collection of Personal Information**

The type of personal information that HVAC collects will depend upon what dealings the relevant individual may have with HVAC.

HVAC may collect and hold personal information about individuals who:

- lease, or express an interest to lease, premises or spaces, including any related guarantors (for example, when negotiating, entering into or applying to enter into a lease with HVAC);
- supply goods and services (for example, when establishing records and systems to enable payment for goods);
- seek employment with HVAC or are HVAC employees (for example, when conducting background checks for the purposes of employment);
- are security holders in HVAC Group securities or who invest in HVAC investment vehicles (for example, when establishing accounts and carrying out due diligence);
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- enter a HVAC managed building or site (for example, when maintaining visitor registrations for a HVAC managed office building, capturing video or images through surveillance systems in a HVAC managed shopping centre or car park);
- register or subscribe to join HVAC programs, newsletters or competitions;
- use HVAC's websites, social media and other online services;
- use mobile applications developed by HVAC or logon to wireless facilities provided in a HVAC managed building or shopping centre;
- may otherwise come into contact with HVAC; or
- are provided loans or other financial accommodation by HVAC.

HVAC only collects personal information which is reasonably necessary for its dealings with the relevant individual. The types of personal information may include, but are not limited to:

- information that identifies the individual (for example, name, gender, address, contact details, date of birth, photographic or video images);
- information about the individual's financial position and credit-worthiness;
- information about the individual that is required or authorised by law;
- the individual's tax file number;
- the individual's opinion about the HVAC's products, services or staff.

The Privacy Act imposes restrictions on collecting sensitive personal information such as information about religious views, ethnicity, political opinions and personal health. HVAC generally does not collect sensitive personal information about an individual. However, in certain circumstances, HVAC may collect some sensitive information if it is necessary to allow HVAC to deal with the individual and provided the individual has given consent for HVAC to do so.

Whenever it is reasonable and practical to do so, HVAC only collects personal information directly from the individual. In some circumstances, personal information may be provided to HVAC by other parties such as the individual's agent or HVAC's authorised agents and subcontractors. HVAC will take reasonable steps to inform the individual that it has the individual's personal information, unless it is obvious from the circumstances.

#### **4.0 Notification of Collection of Personal Information**

When HVAC collects personal information, HVAC will generally provide notification of the collection to the individual to inform the individual about the purpose for the collection, the types of entities that the information is disclosed to, the overseas recipients the information is disclosed to (where applicable), and that the HVAC Group Privacy Policy contains information about how the individual may access the personal information held by HVAC and how the individual may make a complaint.

#### **5.0 Use and Disclosure of Personal Information**

HVAC operates a number of businesses which handle personal information. HVAC's policy is only to use personal information for the purpose which was either specified or reasonably apparent at the time when the information was collected. HVAC may also use or disclose the information collected for any other related purpose for which the individual would reasonably expect it to be used.

If HVAC wishes to use or disclose the personal information in other circumstances, it needs to obtain the individual's consent to do so.

In general, HVAC uses personal information for the following purposes:

- providing products or services that have been requested;
- communicating with the individual;
- assessing the suitability of prospective tenants;
- helping HVAC manage and enhance its products and services, including analysing customer feedback and future customer needs;
- providing ongoing information and marketing about products and services to individuals that HVAC believes may be interested and where the individual has signed up;
- managing security and safety requirements in HVAC managed buildings and sites;
- complying with regulatory and legal obligations;
- recruiting employees and contractors; or
- fulfilling its obligations to employees.

## **6.0 Disclosing Personal Information to Other Parties**

HVAC may disclose personal information to other entities within the HVAC Group.

External parties may be given access to personal information held by HVAC in certain circumstances. These include, but are not limited to:

- HVAC's contractors and service providers who assist HVAC in the operation of its business or to provide a customer service (for example, a company which helps maintain HVAC's computer systems or sends out HVAC's mail);
- joint venture partners for the purposes of seeking relevant regulatory approvals;
- third party lenders and insurers;
- the Australian Securities Exchange, the Australian Securities and Investments Commission and to other government agencies as agreed to or required by law;
- anyone authorised by a provider of personal information;
- relevant parties in situations when HVAC is required by law to provide the information.

HVAC limits the information disclosed to external parties to what is required for them to perform their services for HVAC or the relevant individual, or what is required by law. HVAC generally requires these parties to agree to HVAC Group Privacy Policy and to strict conditions governing how this information may be used and stored.

From time to time, HVAC may disclose personal information to external parties located outside Australia to allow the external parties to perform their services for HVAC. These currently include organisations located in the countries listed in the Appendix. HVAC will only disclose personal information overseas when it is necessary for the services provided by these external parties and when it is in accordance with the Australian Privacy Principles. This includes taking reasonable steps to ensure that the external party has appropriate data handling arrangements in place.

HVAC does not sell personal information to entities outside the HVAC Group.

## **7.0 Marketing**

HVAC may send marketing materials to its customers or potential customers where HVAC has collected the personal information from the individual and the individual would reasonably expect HVAC to use the information for that purpose.

The individual's prior consent will be obtained before personal information is used for marketing purposes in situations where the personal information has been collected from the individual and the individual would not reasonably expect HVAC to use the information for that purpose, the personal information has not been collected directly from the individual or where sensitive information is involved.

If the customer no longer wishes HVAC to use his or her personal information in order for HVAC to provide marketing materials, the customer is to advise HVAC via the relevant method provided for in the electronic marketing message sent to the customer or to write to the HVAC Privacy Officer (refer to contact details below). HVAC will act and amend its records promptly.

## **8.0 Applying for Employment with HVAC**

HVAC collects personal information from individuals who submit applications or register interest for employment with HVAC. If the application is unsuccessful, HVAC may retain the information in case a more appropriate opportunity becomes available. The unsuccessful applicant will be advised that they can contact HVAC to request HVAC not to retain the applicant's information.

## **9.0 Security of Personal Information**

HVAC will take reasonable steps to protect personal information that it holds from unauthorised access, modification, misuse, interference and loss. HVAC maintains physical security measures over its physical premises, and a range of computer and network security measures (such as systems access, firewalls, data encryption) over its electronic systems. HVAC employees are required to maintain the confidentiality of any personal information held.

If other parties provide support services, HVAC generally requires them to agree to appropriately protect the privacy of the information provided to them.

### **10.0 Access to Personal Information**

Any individual can request access to the personal information HVAC may hold about them. To obtain access to the information, the individual needs to write to the HVAC Privacy Officer (refer to contact details below). HVAC will require evidence to verify the identity of the individual.

This service is free of charge unless the personal information requested requires preparation time. In this situation, HVAC will provide an estimate of how much this service will cost and request agreement before proceeding.

In normal circumstances, HVAC will provide the individual with access to the individual's personal information. However, in some circumstances, there may be legal, regulatory or administrative reasons to deny the requested access. If access is denied, HVAC will provide the individual with the reasons for doing so.

### **11.0 Changing Personal Information**

If an individual wishes to change personal information that the individual believes may be inaccurate, out- of-date, incomplete, irrelevant or misleading, the individual may write to the HVAC Privacy Officer requesting the information to be changed.

If HVAC disagrees with the individual that the personal information should be changed, HVAC will provide the individual with the reasons for doing so. The individual has the right to request that a notation be included with their personal information to indicate their disagreement with their personal information held by HVAC.

### **12.0 Collection of other information**

HVAC may also collect the following information about you:



- A cookie is a small data file that may be placed on the computer of a web user (usually in the browser software folder) during a visit to a HVAC website. Cookies are necessary to allow the HVAC website and the user's computer to interact effectively and enhance security. Cookies can record information about the user's visit to assist HVAC in better understanding the needs of the user. For example, user traffic data may be collected and used to infer the website user's demographic using various web

analytic technologies. HVAC sometimes also use performance tracking technology (such as conversion tags) to help HVAC to track user behaviour on its websites. Such user traffic and performance tracking data is non-personally identifying and is collected on an aggregate level to report statistics to assist HVAC to improve the quality and relevancy of its services.

If users of a HVAC Group website do not wish to receive any cookies, they should set their browser to refuse cookies but this means that they may not be able to use the HVAC website.

- Where electronic devices such as mobile phones and tablets are enabled to allow connectivity to and are detected by Wi-Fi networks (or similar) in HVAC managed buildings or shopping centres, HVAC may automatically collect data relating to the device identification code and its location. HVAC may use the anonymised data to create aggregate information to, among other things, analyse shopping behaviour to improve its shopping centres, but the aggregate information will not identify the customers. If a customer does not wish to have their device identification code detected, they should disable the Wi-Fi network (or similar) connectivity of their device.

When customers register to use Wi-Fi services provided by HVAC, HVAC collects their personal information in relation to their use of the Wi-Fi services, and for any other purposes they have consented to.

### **13.0 Changes in the Future**

HVAC reserves the right to change this Policy at any time. HVAC will notify any changes to this Policy by posting an updated version of the Policy on the HVAC website at

<http://www.hvac.com.au>

### **14.0 Complaints**

An individual can make a complaint about the way in which HVAC has handled an individual's personal information by writing to the HVAC Privacy Officer. HVAC will endeavour to act promptly in response to a complaint.

You may also contact the Office of the Australian Information Commissioner as follows:

Phone 1300 363 992

Web [www.oaic.gov.au](http://www.oaic.gov.au)

Address GPO Box 5218 Sydney, NSW 2001

### **15.0 Contacting HVAC**

The HVAC Privacy Officer can be contacted as follows:

Phone: (07) 3280 8400

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

Address: PO Box 201

Carole Park QLD 4300

## **16.0 Additional Information on Privacy**

For further information about privacy issues and the protection of privacy, visit the Office of the Australian Information Commissioner's website at <http://www.oaic.gov.au>.

## **17.0 Approved and Adopted**

This policy was approved and adopted by the HVAC Group on 2 August 2018.

## **Appendix - Disclosure to other countries**

Personal information may be disclosed to third parties performing services for HVAC located in various jurisdictions