

APP 5 Collection

Why we collect your personal information

Civium Property Group collects personal information directly from you (and sometimes from third parties when authorised) so we can provide property-related services including:

- Managing your tenancy, investment property, or owners corporation
- Coordinating maintenance, inspections, repairs and contractor work
- Facilitating property sales, marketing campaigns and appraisals
- Meeting our legal, regulatory, and insurance obligations

The kinds of personal information we collect

Depending on your engagement with us, we may collect:

- Contact details (name, phone number, email, address)
- Identification information (e.g. license details when required)
- Tenancy, leasing, strata or property ownership information
- Financial information relevant to rent, fees, charges or transactions
- Records of communications with Civium
- Personal Information mandated under Commonwealth, State or Territory legislation for compliance, regulatory reporting, risk management or statutory record-keeping, including (without limitation) laws regulating strata management, residential and commercial property management, and property sales, such as AML/CTF legislation, Residential Tenancies legislation, Owners Corporation legislation, the Leases Act and the Agents Act.

How we collect your information

We collect information through:

- Web forms, applications and online portals
- In-person meetings, inspections and property viewings
- Email, telephone and digital communications
- Third parties such as credit agencies, tradespeople, insurers, government bodies or your authorised representatives

What happens if you do not provide information

If you choose not to provide requested information, we may be unable to:

- Provide property management, tenancy, owners corporation or sales services
- Communicate with you effectively
- Meet our legal and compliance obligations

Disclosure of your information

We may disclose your personal information to:

- Tradespeople, contractors and professional service providers
- Marketing suppliers (for sales campaigns only)
- Insurers, legal advisers and regulatory authorities
- Owners corporations and strata committee members when relevant
- We use cloud-based service providers, some of which are located overseas. The primary overseas locations include the Philippines, the United States and Germany as referenced in Civium's Privacy Policy.

Access and correction

You may request access to, or correction of, the personal information we hold about you at any time. Civium will respond within a reasonable period, in line with our documented privacy practices.

Privacy complaints

If you have a concern about how your personal information has been handled, you may contact Civium. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC), as also referenced in Civium's privacy policy.

Our contact details

Civium Property Group

3 Lonsdale Street, Braddon ACT 2612

Phone: 1300 724 256

Email: reception@civium.com.au

Website: civium.com.au

You can view our full Privacy Policy at any time by requesting a copy or visiting our website.