

SPI Property Inspections Privacy Policy

SPI Property Inspections (ABN 91 006 924 027) collects, uses and discloses Personal Information in accordance with the *Privacy and Data Protection Act 2014 (Vic) (PDPA)* and other applicable legislation.

What is Personal Information?

‘Personal Information’ is defined broadly in the PDPA as recorded information about an identifiable individual, and includes identifiers such as the individual’s name, email address, postal address, phone number and gender.

SPI Property Inspections collects the following Personal Information:

- Names of individuals
- Postal addresses
- Landline and mobile phone numbers
- Email addresses

We **do not** collect sensitive information such as information about your race, marital status, sexual orientation, political opinion, memberships or political associations, religious beliefs, philosophical beliefs, memberships of professional or trade associations, or criminal records.

How do we collect your Personal Information?

SPI Property Inspections collects Personal Information via:

- Consent Forms (this document)
- Our online Consent process which is conducted through a secure portal
- Consent provided via email
- When conducting building inspections, we may collect your Personal Information in the form of photographs which show personal belongings
- Telephone conversations which are not recorded

Why does SPI Property Inspections collect your Personal Information?

Personal Information collected by SPI Property Inspections is for the purpose of conducting property inspections as an approved supplier of the organisation on whose behalf we are conducting the building inspection (“Client”). This information is used to correspond with you or your authorised representative, and to advise our building inspectors of the location of the building to be inspected. Your Personal Information, which forms part of the inspection report, is provided to our Client, in the form of the same inspection report which is provided to you. This may be any or all of the following:

- Names of individuals (including name of person present to provide access at time of inspection)
- Postal addresses
- Landline and mobile phone numbers
- Email addresses
- Photos and descriptions outlining status of each room and exterior elevation of the property being inspected

Collection of Site Visit Data

If you complete this Consent Form through our online portal, the web server collects some information to enable its operation. The information collected about your site visit is as follows:

- the Internet Protocol (IP) address and network domain name of the internet connection you are using
- the date and the time of your visit to the site
- the country you are located in
- the web browser (e.g. Explorer, Safari) and operating system you are using (e.g. Windows, Mac OS)

The Personal Information we collect is not given to any other third parties apart from those disclosed in this statement, unless we are required or authorised to do so by law or other regulations. The third party referred to in this statement is the name of our Client.

Storage and Transfer of Information

The Personal Information we collect is stored on a secure server. Our server and computers are protected with standard protection tools including firewalls and anti-virus software. We transfer Personal Information by uploading our inspection reports to a secure portal. This portal is accessed by a unique URL which is generated for each address. When providing Personal Information to our Client, we provide a unique master log-in which is specific to that Client. Our Client collects, stores and transfers Personal Information in accordance with the *Privacy and Data Protection Act 2014 (Vic) (PDPA)* and other applicable legislation.

Access and Amendment

You have a right to access Personal Information held by SPI Property Inspections and to have it amended if it is wrong. Please contact our office at the address below if you wish to:

- Make a request to access or correct any of the personal information we may hold about you, or
- Make a complaint about the way we have handled your Personal Information

When contacting us, please provide evidence that shows how we have handled your personal information incorrectly.

Any information that we provide in response may be limited to the extent permitted by any applicable law.

Sales Inspection Specialist

SPI Property Inspections

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