

Privacy Policy

This Policy was last reviewed and updated on:
23 September 2025



Privacy Policy

Straight Up Group Pty Ltd T/AS Auswide Building & Masonry ("Auswide Building & Masonry") values and respects the privacy of the people we deal with. Auswide Building & Masonry is committed to protecting your privacy and complying with the *Privacy Act 1988 (Cth)* (Privacy Act) and other applicable privacy laws and regulations.

This Privacy Policy (Policy) describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

What is personal information?

"Personal information" means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable.

What personal information do we collect?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us. This may include:

- name;
- mailing or street address;
- email address;
- phone number;
- financial information relevant to building projects (quotes, payment details).

Sensitive information

Under certain circumstances, Auswide Building & Masonry may need to collect sensitive information about you. This might include information or opinion about your health information, criminal record, or membership of a professional body.

If we collect your sensitive information, we will do so only with your consent, if it is necessary to prevent a serious and imminent threat to life or health, or as otherwise required or authorised by law. We take appropriate measures to protect the security of this information.

How do we collect your personal information?

We collect your personal information directly from you when you:

- interact with us over the phone;
- interact with us in person at our offices or project sites;
- interact with us online through our website or email;
- participate in surveys or questionnaires;

Collecting personal information from third parties

We may also collect your personal information from third parties such as recruitment agencies, subcontractors, government bodies, or publicly available sources. We collect this information to confirm identity, qualifications, or for compliance with building regulations and contractual purposes.

How do we use your personal information?

We use personal information for many purposes in connection with our functions and activities, including the following:

- provide you with information or services you request from us;
- deliver a more personalised service offering;
- improve the quality of our services and client experience;

- internal administrative purposes;
 - compliance with building industry regulations;
 - marketing and research purposes.
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Disclosure of personal information to third parties

We may disclose your personal information to third parties in accordance with this Policy in circumstances where you would reasonably expect us to disclose your information. For example, we may disclose it to:

- our IT service providers;
 - marketing providers;
 - professional service advisors (accountants, auditors, lawyers);
 - subcontractors and suppliers engaged in our projects.
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Transfer of personal information overseas

Some of the third-party service providers we use may be located outside of Australia, including in the United States and Singapore.

We will take reasonable steps to ensure that data security and appropriate privacy practices are maintained when your personal information is disclosed overseas.

How do we protect your personal information?

Auswide Building & Masonry takes reasonable steps to ensure your personal information is kept confidential and secure, including by:

- physical security of our premises and project files;
- restricting access to only authorised personnel;
- using secure electronic databases and password-protected systems;

- maintaining updated anti-virus software, firewalls, and data encryption.
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Online activity

Cookies

The Auswide Building & Masonry website uses cookies to improve user experience. You can manage cookies via your browser settings.

Website analytics

Our website uses **Google Analytics** to help us better understand visitor traffic and improve our services.

Direct marketing

We may send you direct marketing communications (by email, SMS, or post) about our services and events. You may opt out of receiving these communications at any time by clicking “unsubscribe” in our emails or contacting us.

Retention of personal information

We will not keep your personal information for longer than we need to. Generally, this means retaining personal information for the duration of your relationship with us and up to **7 years** after project or service completion, unless we are required to retain it longer under Australian law.

How to access and correct your personal information

You may request access to or correction of your personal information at any time by contacting us. We will respond within **30 days**.

Procedure:

- Submit your request in writing via email or post (see contact details below).
- Provide proof of identity.
- We will review your request and advise of the outcome in writing.

Links to third party sites

Auswide Building & Masonry's website may contain links to third-party websites. We are not responsible for the privacy practices of those third parties and encourage you to read their privacy policies.

Inquiries and complaints

For complaints about how Auswide Building & Masonry handles your personal information, please contact us using the details below. Proof of identity and full details of the complaint may be required. Please allow up to **30 days** for us to respond.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

How to contact us

Email

admin@auswidebuilding.com.au

Contact number

02 4953 1315

Post

Attention: Privacy Officer
Straight Up Group Pty Ltd T/AS Auswide Building & Masonry
50 Codrington Street
Barnsley, NSW, 2278
Australia