



## YOUR DATA & PRIVACY

Effective Date: January 2025

At Residential Reports Pty Limited and Arcsite Pty Limited, we are committed to protecting the privacy and security of the data we collect. This Policy outlines how we collect, use, disclose, and protect information related to buildings and building owners. By using our services, you acknowledge and agree to the collection and use of information as described in this policy.

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### 1. Data Collection

Residential Reports collects data related to buildings to provide services for the benefit of building owners. This data may include, but is not limited to:

- Structural and architectural records
  - Compliance records
  - Defect and renovation records
  - Maintenance planning records
  - Lease agreements
  - Sales and property management records
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### 2. Use of Data

The data collected is used to:

- Prepare presale reports
- Facilitate building management and maintenance
- Assess compliance with local building codes and regulations
- Assist with property transactions and legal requirements

Data collected is intended to benefit the building owner, intended owner, or tenant of the property.

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### 3. Data Ownership and Access

While Residential Reports retains operational ownership of the data to fulfill service obligations, building owners hold the right to access and manage data related to their property.

- Data will only be released to the building owner or their nominated representatives (e.g., sales agents, property managers, solicitors, or accountants).
  - Data may be disclosed to government regulators as required by policy or law or as part of a formal compliance review.
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#### 4. Data Register and Leaseholder Access

Residential Reports maintains a register of building data. Leaseholders may access data relevant to their occupancy, such as maintenance records and compliance documentation, upon providing valid identification and proof of tenancy.

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#### 5. Disclosure of Data

Residential Reports may disclose building data under the following circumstances:

- To the building owner or the owner's nominated representatives, such as sales agents, property managers, solicitors, or accountants.
  - To government regulators upon request or as required by law
  - To the current leaseholder of the dwelling, as applicable and necessary
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#### 6. Data Security

Residential Reports implements robust technical and organisational measures to protect data against unauthorised access, disclosure, alteration, or destruction. While we are committed to safeguarding your information, we cannot guarantee absolute security. In the event of a data breach, affected parties will be promptly notified, and all necessary steps will be taken to mitigate the impact.

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#### 7. Updates to This Privacy Policy

Residential Reports may update this Privacy Policy periodically. Updates will be published on our website. We encourage you to review this policy regularly to stay informed about how we protect your data.

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#### 8. Contact Us

If you have any questions about this Policy or your data, please contact us:

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

Phone: 02 6288 0402

Address: 35 Poynton Street, Hughes ACT

By using Residential Reports™ .Arcsite services you confirm that you have read and understood this Data and Privacy Policy and agree to its terms;