



Privacy Policy

STCA.com.au is a trading name of *McPeake Town Planning QLD Pty Ltd* (ABN 72167470840) maintain a policy of strict confidence concerning your (you, your) personal information (Privacy Policy). This Privacy Policy has been developed in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) made under that Act. The Privacy Policy applies to the collection, storage, use and disclosure of your personal information by us. By accessing the following websites and platforms (Sites), you accept the terms of this Privacy Policy:

- www.mcpeakeplanning.com.au
- www.stca.com.au
- www.facebook.com.au

This Privacy Policy applies to information provided to us whether via these Sites or any other means and demonstrates our policies, procedures and practices for compliance with the APPs under the Privacy Act.

This Privacy Policy applies to McPeake Town Planning QLD Pty Ltd and its subsidiaries, through which we operate and market a number of separate businesses and products, including:

- The Planning Search
- Property and town planning related data
- Marketing Direct Product
- Town planning consultancy services

This Privacy Policy applies in respect of information provided to us by persons under the age of 18 years however, those persons must obtain the consent of a parent or guardian prior to using the Site(s) and the parent or guardian will be responsible for appropriately supervising the person's use of the Site(s).

If you have any further questions or if you wish to receive more information on our information practices and Privacy Policy, please contact our Privacy Officer by email at info@stca.com.au

1. Types of personal information we collect

We predominantly collect information about property and town planning. Whilst much of this information is not personal information, some of the information we collect, on its own or when match with other information, may be personal information about you.

The types of information we collect in respect of our *Services* can include:

- Name
- Contact details
- Residential, business and/or postal address
- Information pertaining to products and services ordered from us and their use
- Address
- Phone numbers
- Email address
- Employment and occupation details

The types of personal information we collect in respect of our *Marketing Direct Product* include:

- Name
- Address
- Email addresses
- Phone numbers

We also collect data about your property which is *not* personal information at the time we collect it, but may later become personal information if it is matched with other personal information we hold. For example:

- Addresses
- Property attribute information

2. How we collect personal information

We may collect personal information about you from a combination of sources including directly from you, from third parties or from publicly available sources (local or state governments).

If it is reasonable and practical to do so, we will collect personal information *directly* from you. This will include contact details and other information relevant to providing services to you. This may take place in a number of ways, such as:

- when you sign up for products or services, such as The Planning Search.
- order a product or service from us
- subscribe to a newsletter
- complete a form on our website
- when you provide us with corrected or updated information about you or a property you own.

We may also collect personal information from *third parties* such as your representatives and/or *publicly available* sources of information.

The majority of the information we collect about you or the properties you own will be from public records, which we licence from the relevant government departments and agencies. Third parties from whom we source publicly available information include:

- State Government departments
- Local councils
- ASIC
- White pages
- Real estate listing portals on which you or your agent have advertised your property for sale or lease
- Real estate agents
- Real estate listing portals on which you or your agent have advertised your property for sale or lease
- Marketing database providers

We collect information on our own behalf and on behalf of others. Where we collect information on behalf of others, we require that they comply with the Privacy Act and APPs.

If someone other than you provides us with personal information about you that we did not ask for and we determine that we could have collected this information from you had we asked for it, we will notify you as soon as practicable. This notice will be given unless to do so would be in breach of an obligation of confidence. If we could not have collected this personal information, we will lawfully de identify or destroy that personal information.

We will not collect any sensitive information from you, revealing your: race, ethnic origin, political opinions, religious or philosophical beliefs, trade union memberships or details of health or disability.

We will not collect personal information unless the information is reasonably necessary for or directly related to one, or more of our functions or activities. If we are unable to collect personal information we reasonably require, we may not be able to do business with you or the organisation with which you are connected.

3. Collection use and disclosure of personal information

All personal information that we or our related businesses collect, is reasonably necessary for the purposes relating to providing our services to you.

We may use personal information about you for the primary purpose of providing our services, and for which you would reasonably expect us to use that information, including sending you

information about new developments, products, services and special offers by post, telephone or any form of electronic communication. We may use any email address or other personal information you provide to us at any time for this purpose.

We may also use or disclose information about you where we have obtained your consent, where we have obtained the information from another party for a specified purpose, or as required by relevant laws, statutes, regulations, codes.

We will not disclose information that personally identifies you to any third party other than as set out in this Privacy Policy. In order to deliver the services that we provide to you, we may disclose your personal information to other organisations, only in relation to providing our services to you. We take reasonable steps to ensure that these organisations are bound by privacy obligations in relation to the protection of your personal information.

We may provide certain information about you including your personal information to our related businesses.

Property and town planning related data

For our *Property and town planning related data* we collect your personal information for the purposes of:

- developing our products and services
- providing our products and services to you
- administering and managing products and services provided to you, including charging, billing, account management, and debt collection
- performing administrative and operational tasks (including risk management, systems development and testing, credit scoring and staff training, and market or customer satisfaction research)
- conducting research about our products and services
- auditing and monitoring the products and services we provide
- responding to any specific request you make of us
- generating records and reports based on your use of our products and services
- preventing or investigating any fraud or crime (or a suspected fraud or crime)
- providing you with news and information, as well as promote and market products, services and special offers made available by us, our related companies and third parties (unless you ask us not to and only where we have obtained your consent directly).

In order to achieve the above purposes, we may use or disclose your personal information to:

- your authorised representatives and agents
- our agents, contractors and third party service providers to enable them to provide administrative and other services for or to us

- our customers and subscribers as part of a Data, Research and Analytics Product or Service offered by us
- third parties to enable them to provide you with news and information and to promote and market products, services and special offers (unless you ask us not to)
- others where the disclosure is required by law, for example, to government agencies and regulatory bodies as part of our statutory obligations, or for law enforcement purposes

In addition to the above, when you sign up for a services (such as The Planning Search), we may obtain your consent to provide you with news and information, as well as promote and market products, services and special offers made available by us, our related companies and third parties (unless you ask us not to). We will only ever direct market to you where we have collected the information directly from you and obtained your consent to do so. We will never use information obtained from third party government sources to direct market to you.

Where we collect information from publicly available sources in each State and Territory, our use of this information must be in accordance with the rules set down by the relevant information provider. These rules are contained in the terms and conditions of your contract with us. The information provider's rules may be amended from time to time and therefore so too will the terms of your contract.

We may also use or disclose information about you where we have obtained your consent, where we have obtained the information from another party (eg the valuer generals department of your state government) for a specified purpose, or as required by relevant laws, statutes, regulations, codes and external payment systems.

4. Direct marketing

We may use personal information we have collected about you for the primary purpose of providing you with our services, and for other purposes for which you would reasonably expect us to use that information. This includes sending you information about new developments, products, services and special offers by post, telephone or any form of electronic communication. You authorise us to use any email address or other contact information you provide to us at any time for this purpose.

You can, at any time, opt out of receiving marketing material by contacting us (see Contact Us below). You agree and acknowledge that even if you opt out of receiving marketing material, we will still send you essential information that we are legally required to send you relating to the services we provide. Once you opt out of receiving marketing material from us, you agree and acknowledge that this removal from our distribution lists may take several business days after the date of your request to be removed.

Where we collect information from publicly available sources in each State and Territory, we do not use this information (or allow our customers and subscriber to use this information) for direct marketing purposes.

When we provide personal information to our customers and subscribers as part of a Service offered by us, we require them:

- to not use personal information for direct marketing
- to comply with all third party use restrictions (which are set out in the terms and conditions of your contract with us where the personal information is collected by a third party and provided to us
- to comply with the Privacy Act and APPs.

5. Third Parties and your information

We will only collect, store, use or disclose personal information as set out in this Privacy Policy unless we are required by law to use that information to protect our rights or property (or those of any third party), or to avoid injury to any person.

Although the Site may link directly to websites operated by third parties (Linked Sites), you acknowledge that Linked Sites are not operated by us. We encourage you to always read the applicable privacy Policy of any Linked Site on entering the Linked Site. We are not responsible for the content or practices of the Linked Sites nor their privacy policies regarding the collection, storage, use and disclosure of your personal information.

7. Your consent

By your use of the Site you consent to the collection, storage, use and disclosure of your personal information in accordance with this Privacy Policy and as otherwise permitted under the Privacy Act.

Where you provide information directly to us, you consent to use and disclosure of that information in accordance with this Privacy Policy.

8. Cookies

When you visit the Site the server may attach a "cookie" to your computer's memory. A "cookie" assists us to store information on how visitors to the Site use it and the pages that may be of most interest. This information may be used to provide users of your computer with information that we think may interest the users of your computer.

Cookies also allow us to provide you with more personalised service. We use cookies to:

- determine whether you have previously accessed our websites
- identify the pages you have accessed, your IP address and the date time and duration of your visit
- aid in the security of your use of our websites
- aid in the log-in process
- facilitate administration of our websites
- generate statistics about the use of our websites to continually improve our websites and customer service, and data products and identify product trends.

However, this information is not linked to any personal information you may provide to the Site and cannot be used to identify you.

If you choose, you should be able to configure your computer so that it disables cookies or does not accept them. If you set your browser to reject cookies you may not be able to make full use of our Sites.

9. Storage and security

1. Our servers are based in Australia.
2. www.stca.com.au contains current SSL security technology
3. McPeake Town Planning Qld Pty Ltd doesn't process, see or store any personal information relating to online credit card payments.
4. Our credit card payment gateway is provided by a major third party payment gateway company (*Stripe*):

Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1.

This is the most stringent level of certification available in the payments industry. To accomplish this, *Stripe* make use of best-in-class security tools and practices to maintain a high level of security at *Stripe*.

We will use all reasonable endeavours to keep your personal information in a secure environment, however, this security cannot be guaranteed. Your use of our Sites and the electronic storage of your personal information is secured by practices and procedures which we consider are consistent with Australian industry standards.

All orders placed online are managed by the third party (*Stripe*) using a credit card are covered by SSL security technology to protect customer details via *Stripe*. These security measures are designed to ensure your personal information is not subject to unauthorised access, loss or misuse. If you reasonably believe that there has been unauthorised use or disclosure of your personal information, please contact *Stripe* security@stripe.com and notify *McPeake Town Planning Qld Pty Ltd* (see Contact Us below).

If we no longer need your personal information, unless we are required under Australian law or a court or tribunal order to retain it, we will take reasonable steps to destroy or de-identify your personal information, in accordance with our document and information retention policy.

10. Variation and consent to variation

We may vary the terms of this Privacy Policy at any time. You should check this Privacy Policy regularly so that you are aware of any variations made to this Privacy Policy. You will be deemed to have consented to such variations by your continued use of the Site following such changes being made.

11. Accuracy of your information

We take all reasonable steps to ensure that your personal information held by us is accurate, up-to-date, complete, relevant and not misleading. If you believe that any of your personal information is not accurate, up-to-date, complete, relevant and not misleading, please contact us (see Contact Us below) and we will take all reasonable steps to correct it within a reasonable time.

12. Access to information we hold about you

You may request to access the personal information we hold about you. We will endeavour to respond to any such request within a reasonable period of time and, where reasonable and practicable, give access to the information in the manner you request. This will be subject to any exemptions allowed under the Privacy Act. You may request this information by writing to the Privacy Officer (see Contact Us below).

We may charge a reasonable fee for providing that information.

13. Complaints or Disputes

If you have a complaint about our treatment of your personal information, please contact our Privacy Officer (see Contact Us below). Our Privacy Officer will consider and if, in our reasonable opinion, necessary, investigate your complaint and endeavour to respond to you within a reasonable period of time.

If we do not adequately answer your concerns, you have the right to make a complaint to the Office of the Australian Information Commissioner.

14. Contact Us

If you have any questions relating to this Privacy Policy or your personal information, please contact our Privacy Officer:

By email: info@stca.com.au

Or; by mail:

The Privacy Officer
McPeake Town Planning QLD P/L
PO BOX 5710
Cairns QLD 4870
Australia

When contacting us or using our products and services, you have the option to either not identify yourself or to use a pseudonym. However, this will not apply if it is impracticable for us to communicate with you that way. We are required or authorised under Australian law (or a court or tribunal order) to only deal with individuals who have identified themselves.

15. General

This Privacy Policy is effective as at 19 October 2016.

McPeake Town Planning Qld Pty Ltd may vary this Privacy Policy from time to time. McPeake Town Planning Qld Pty Ltd will notify you of these changes by publishing them on our websites.

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