

EXECUTIVE PROPERTY
MAINTENANCE SERVICES PTY LIMITED
33 Atkinson Drive
KARANA DOWNS QLD 4306

ACN 068 480 277 | ABN 77 911 514 247



PRIVACY POLICY

This Privacy Policy describes your privacy rights regarding our collection, use, storage, sharing and protection of your personal information. It applies to the EPMS website and all related sites, applications, services and tools regardless of how you access or use them. More detailed information about our privacy practices and our contact information for any questions is available at epms@bigpond.com.au.

You accept this Privacy Policy when you sign up for, access, or use our products, services, content, features, technologies or functions offered on our website and all related sites, applications, and services (collectively "EPMS Services"). We may amend this policy at any time by posting a revised version on our website. The revised version will be effective at the time we post it. In addition, if the revised version includes a substantial change, we will provide you with 30 days' prior notice by posting notice of the change on the "Policy Updates" page of our website. After this 30 day notice period, you will be considered as having expressly consented to all amendments to this policy.

How we collect information about you

When you visit the EPMS website or use EPMS Services, we collect information sent to us by your computer, mobile phone or other access device. When you visit the EPMS website or use EPMS Services, we also collect information about your transactions and your activities. In addition, when you place a request for services, we may collect contact information, such as your name, address, phone, email and other similar information.

In order to help protect you from fraud and misuse of your personal information, we may collect information about your use and interaction with our website or EPMS Services.

We may also collect additional information from or about you in other ways, such as through contact with us, results when you respond to us and from interactions with members of EPMS other Franchisees corporate family or other companies.

How we use Cookies

When you access our website or use EPMS Services, we (including companies we work with) may place small data files on your computer or other device. These data files may be cookies, pixel tags, Flash cookies, or other local storage provided by your browser or associated applications (collectively "Cookies"). We use these technologies to recognise you as a customer; customise EPMS Services, content, and advertising; measure promotional effectiveness; help ensure that your account security is not compromised; mitigate risk and prevent fraud; and to promote trust and safety across our sites and EPMS Services.

You are free to decline our Cookies if your browser or browser add-on permits, unless our Cookies are required to prevent fraud or ensure the security of websites we control. However, declining our Cookies may interfere with your use of our website and EPMS Services.

We do not have a Do Not Track (DNT) option. The only tracking that we place on websites is those that are using programs like Google Analytics.

How we protect and store personal information

Throughout this policy, we use the term "personal information" to describe information that can be associated with a specific person and can be used to identify that person. We do not consider personal information to include information that has been made anonymous so that it does not identify a specific user.

We store and process your personal information on our computers where our facilities are located. We protect your information using physical, technical, and administrative security measures to reduce the risks of loss, misuse, unauthorised access, disclosure and alteration. Some of the safeguards we use are firewalls and data encryption, physical access controls to our data centres, and information access authorisation controls.

How we use the personal information we collect

Our primary purpose in collecting personal information is to provide you with a secure, smooth, efficient, and customised experience. We may use your personal information to:

- provide EPMS Services and customer support;
- process transactions and send notices about your transactions;
- resolve disputes, collect fees, and troubleshoot problems;
- prevent potentially prohibited or illegal activities, and enforce our User Agreement;
- customise, measure, and improve EPMS Services and the content, layout, and operation of our websites and applications;

How we use the personal information we collect (cont'd)

- contact you at any telephone number, by placing a voice call or through text (SMS) or email messaging, as authorised by our User Agreement;
- compare information for accuracy and verify it with third parties;
- confirm your identity for the purposes of the Anti-Money Laundering and Counter-Terrorism Act and assess applications or creditworthiness for private or business accounts or products and services offered to private or business accounts with third parties.

If all or some of your personal information is not collected, we may be unable to provide you with EPMS Services or a customised experience.

Marketing

We may call or text message (SMS) you at a phone number that you have provided to us. You can indicate your contact preferences to us.

How we share personal information with other EPMS users

We may share your personal information with:

- Members of the EPMS. corporate family for the purpose of providing services to you and completing transactions with you
- Service providers under contract who help with our business operations bill collection, marketing, and technology services. Our contracts dictate that these service providers only use your information in connection with the services they perform for us and not for their own benefit.
- Credit reporting bodies and collection agencies to report account information, as permitted by law. To request a credit report, we will provide information to the credit reporting body that identifies you.
- Companies that we plan to merge with or be acquired by. (Should such a combination occur, we will require that the new combined entity follow this Privacy Policy with respect to your personal information. If your personal information could be used contrary to this policy, you will receive prior notice.)
- Law enforcement, government officials, or other third parties pursuant to a subpoena, court order, or other legal process or requirement applicable to EPMS or one of its affiliates; when we need to do so to comply with law or credit card rules; or when we believe, in our sole discretion, that the disclosure of personal information is necessary to prevent physical harm or financial loss, to report suspected illegal activity or to investigate violations of our User Agreement.

How you can access or change your personal information

You can review and edit your personal information at any time by emailing us or contacting us directly. In certain circumstances where we refuse to give you access or correct your information, we will write to you and explain our reasons.

How you can contact us about privacy questions

If you have questions or concerns regarding this policy, you should contact us

If you have a privacy complaint, you should report it by:

Email:	epms@bigpond.com
Mail:	33 Atkinson Drive KARANA DOWNS QLD 4305

Handling your complaints

We aim to:

- Acknowledge receipt of all complaints within 5 business days.
- Resolve all complaints within 45 days. This may not be possible in all circumstances.

Where we cannot resolve a complaint within 45 business days, we will notify you of the reason for the delay as well as an indication of when we expect to resolve the complaint. If you are not satisfied with the outcome of your complaint, you may contact the Office of the Australian Information Commissioner.