



LICENSED REAL ESTATE AGENTS

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property
management

Privacy Statement

Sterling Management Services will protect your personal information. All companies within the group are subject to the National Privacy Principles (NPP) as set out in the privacy act (1988) (Cth). The NPP governs the way we collect, use, disclose and secure information about you. The NPP also permits you access to the information we hold about you in order to correct or update it. Information may be held on behalf of Sterling Management Services by organisations outside the group in order to provide services to us (SMS).

Why do we require your personal information?

The personal information collected and maintained by SMS comprises your name, address, contact details and information specific to and required for, the service or product that we provide to you.

The information collected allows us to contact you in the event of an emergency, advise you when a meeting is scheduled, and arrange contractors for body corporate repairs and insurance claims.

Disclosure of information to third parties

Sterling Management Services may seek the services of relevant third party supplier to carry out specialised activities. Where your information is provided to these third parties to enable them to perform their agreed activities, they are required to abide by the National Privacy Principles and use the personal information provided for the sole purpose of supplying their specific services.

Contacting us about access and correction of your personal information

Sterling Management Services aims to ensure that your personal information is accurate, up to date and complete. Please contact us if you:

- would like to seek access to, or revise your personal information.
- believe that the information we currently have on file is incorrect, incomplete or both.

Direct marketing and your privacy

We regularly distribute to our clients general information and newsletters regarding Sterling Management Services' services. From time to time we may wish to supply you with specific information regarding some of our products and services, which we believe may be of interest to you. If you do not wish to receive this additional (directly marketed) information, please contact us.

Privacy complaints

If you believe that we have not protected your personal information as required under the NPP and you wish to make a formal complaint, you are able to contact our privacy complaints officer on reception@sterlingms.com.au or GPO Box 418 DARWIN NT 0801. Your complaint will be managed by our internal complaint procedure. This procedure assures you of a timely and accurate response to your complaint.