# GemLife Palmwoods Homeowners’ Association Inc. (GPHOA) Privacy Policy

GemLife Palmwoods Homeowners Association is committed to providing quality services to its members and this policy outlines the GPHOA’s ongoing obligations in respect of how members’ personal Information is managed.

This policy is based on the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Commonwealth) (the Privacy Act). The APPs govern the way in which Personal Information is collected, used, disclosed, stored, secured and disposed.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at https://www.oaic.gov.au.

## What is Personal Information and why is it collected?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information collected by the GPHOA includes names, addresses, email addresses, phone, and Villa numbers.

This Personal Information is obtained in many ways including correspondence, by telephone, by email, via the GPHOA website[**www.gemwoods.com.au**](http://www.gemwoods.com.au)and from cookies. The GPHOA is not able to guarantee website links or policy of authorised third parties.

Personal Information is collected for the primary purpose of providing services. It may also be used for secondary purposes closely related to the primary purpose, in circumstances where such use or disclosure would reasonably be expected, for example the individual consented to a secondary use or disclosure. Members may unsubscribe from the GPHOA mailing lists at any time by contacting the GPHOA in writing.

When Personal Information is collected, where appropriate and where possible, the reason why the information is being collected and how it will be used will be provided:

• For the primary purpose for which it was obtained

• For a secondary purpose that is directly related to the primary purpose

• With the consent of the Member/s; or where required or authorised by law.

## Third Parties

Where reasonable and practicable to do so, Personal Information will be collected only from respective Members. However, in some circumstances the GPHOA may be provided with information by third parties. In such a case, reasonable steps will be taken to inform the respective Member/s of the information provided by the third party.

## Disclosure of Personal Information

Personal Information may be disclosed in a number of circumstances including the following:

• Third parties where consent to the use or disclosure has been provided; and

• Where required or authorised by law.

## Security of Personal Information

Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification, or disclosure.

Personal Information held by the GPHOA will be destroyed when a member permanently leaves the GemLife Palmwoods resort.

## Access to Personal Information

Members may access their Personal Information the GPHOA holds to update and/or correct it, subject to certain exceptions. Member’s wishing to access their Personal Information, should contact the Secretary at secretary@gemwoods.com.au.

GemLife Palmwoods Homeowners Association Inc. will not charge any fee for accessing this information.

In order to protect Member’s Personal Information, identification may be required before releasing the requested information.

## Maintaining the Quality of Personal Information

It is important that Member’s Personal Information is up to date. The GPHOA will take reasonable steps to make sure the Personal Information is accurate, complete, and up to date. If a member finds that the information held is not up to date or is inaccurate, the Member should contact the GPHOA as soon as practicable so records can be updated.

## Policy Updates

This Policy may change from time to time and is available on the GPHOA website. <www.gemwoods.com.au>

## Privacy Policy Complaints and Enquiries

Queries or complaints about this Privacy Policy, should be sent to the GPHOA Secretary [secretary@gemwoods.com.au](mailto:secretary@gemwoods.com.au)

**Mail: 38 Landershute Road, Palmwoods. QLD 4555**