

# Hickory Group Collection Notice

For the purpose of this Collection Notice, the Hickory Group is comprised of the following companies:

- Hickory Constructions Group Pty Ltd ACN 616 961 196;
- Hickory Customer Care Pty Ltd as trustee for Hickory Customer Care Unit Trust ABN 77 137 600 384;
- Hickory Building Systems Pty Ltd ABN 80 134 548 468;
- Hickory HR Pty Ltd as trustee for Hickory HR Unit Trust ACN 66 149 159 544; and
- Chil South Melbourne Pty Ltd as trustee for Chil South Melbourne Unit Trust ABN 31 245 631 082

(together and separately (as applicable) Hickory Group, we, us, our).

This Collection Notice sets out the matters described in Australian Privacy Principle (APP) 5.2 (as part of the Privacy Act 1988 (Cth)) as they relate to Hickory Group when we collect personal information about you.

## 1. Purpose of Collection

If you are owner or tenant of a Property we collect your personal information primarily to:

- provide you with the goods, services and information that you request from us;
- provide you with information about Hickory Group's products and services;
- suggest Hickory Group products and services to you; and
- otherwise manage our relationship with you.

If you are a Supplier, we will collect your personal information primarily to contact you for business purposes and manage our relationship with you or your organisation.

If it is reasonable to expect that we would use or disclose your personal information for purposes which are related to the above primary purposes, we may also use or disclose your personal information to:

- assist you with enquiries or complaints;
- develop and improve our client service and relationships;
- promote, advertise and market any of our products and services, including to invite you to events or activities hosted by Hickory Group;
- to comply with our legal obligations (including to comply with any law or any lawful request of a law enforcement agency or government authority), resolve any disputes that we may have with any of our clients and enforce our agreements with third parties such as your employer;
- for internal marketing reporting purposes;
- inform you of developments at Hickory Group and other services that we can provide.

We may use information collected through our website or from third party website analytics providers for the purpose of measuring the success of our marketing strategy and ensuring that our marketing delivers only relevant content to you.

## Direct Marketing

We may use your name, email address and telephone number for direct marketing purposes. Where possible, we will provide you with a choice to opt-out of any of our marketing communications. We will respect your request to decline to receive these marketing communications.

## 2. Type of personal information collected and consequences if personal information is not collected

If you are the owner or tenant of a Property, we may collect the following information about you:

- name;
- address (and Property address);
- email address;
- telephone number and other contact details; and
- details about you to assist in managing our relationship with you.

If you are a Supplier we may also collect details about the business that you represent.

If you are a Candidate, we may also collect details about you to assist with the recruitment process. We may collect this information from you directly, or from a recruiter.

In addition to the information set out above, when you make an enquiry about a Property and/or services (including on our Website), provide us with feedback, asked to be placed on one of our mailing lists, or supply goods or services to Hickory Group, we may also collect and hold details of the products or services we have provided to you or that you have enquired about, including any additional information necessary to deliver those products and services and respond to your enquiries.

For each visitor to our Website, we may also collect the following non-personally identifiable information using third party website analytics providers:

- browser type, version and language;
- operating system;
- pages viewed while browsing the Website; and
- page access times and referring website address.

If you do not provide the necessary personal information, we may not be able to provide you with the products, services or information that you have requested from us.

## 3. How we collect personal information

In the course of providing you with products and services, Hickory Group collects personal information in a variety of ways. Unless it is unreasonable or impracticable to do so, we collect your personal information from you directly. In some cases however, we will collect information about you from a third party. For example, if you are:

- the owner of an apartment or commercial premises in a Hickory built development (Property), we may collect personal information about you from the developer for your Property, or from the real estate agent or property manager that is managing your Property; or
- if you occupy a Hickory Property, we may collect your personal information from the real estate agent or property manager that is managing that Property.

At the time of collection, or as soon as practicable after we have collected it, we will take such steps as are reasonable in the circumstances to notify you of the collection and of any matters relevant to the collection, unless it is obvious from the circumstances that you would know or would expect us to have the information.

Hickory Group may collect personal information about you when you: purchase a Property from a developer;

- attend a pre-settlement inspection for your Property;
- make a complaint or lodge a report about a defect in your Property;
- engage with our business and its employees in the course of receiving products or services from us;
- visit our websites [hickory.com.au](http://hickory.com.au), [buildersassurance.hickory.com.au](http://buildersassurance.hickory.com.au), or any other websites specifically established for a Property (including [68clarkestreet.com](http://68clarkestreet.com)) (Websites);
- make an enquiry about our products or services (including through our social media channels or Websites);
- apply as a candidate for a position of employment with Hickory Group (Candidate);
- asked to be placed on one of our mailing lists; and
- supply goods or services to Hickory Group.

If you are a real estate agent, specialist trade supplier, or another third party supplier of products or services to Hickory Group Property (Supplier), we may also collect personal information about you from your employer or the contractor to whom you provide goods or services.

## 4. Sharing of your personal information

If you are the owner or tenant of a Property, we may disclose your personal information to:

- the real estate agent or property manager that is managing your Property;
- the developer of your Property;
- third party suppliers of specialist trade services;
- external providers of services that we may use to operate our business and manage our business systems (for example, this may include file storage service providers, database and mailing service providers, marketing service providers; couriers and/or freight service providers, printers, call centres, providers of payment processing services and IT technicians who may need access when providing on-site support (although it is our practice for them to work under supervision)); or
- our professional advisors and agents.

If you are a Supplier, we may disclose your personal information to your employer, colleagues or the contractor to whom you provide services.

If you make an enquiry through one of our Websites that is established for a Property, we may provide your personal information to our leasing agents that we are engaged in relation to that Property.

We may disclose your personal information to these third parties so that they can assist us with providing the best possible service to you or your employer.

Those third parties will be permitted to access only the personal information they need to deliver the service to Hickory Group or to you. Hickory Group takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

Each entity in the Hickory Group may also disclose your personal information to other companies within the Hickory Group (which are listed above).

We are not likely to disclose information to overseas recipients unless it is with your consent, or the disclosure is required or authorised by law.

The privacy and collection practices of entities to which we disclose personal information are governed by their own privacy policies and collection notices.

We will not otherwise disclose information about you unless the disclosure:

- is required or authorised by law; or
- you have consented to our disclosing the information about you.

## 5. Privacy Policy

Hickory Group understands that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information that we hold. Hickory Group has developed a Privacy Policy to inform you of how we manage your personal information and maintain its integrity and security.

Hickory Group's Privacy Policy is available for you to access on our Website and can be [accessed here](#).

Our Privacy Policy contains information about how you may access the personal information that we hold about you and seek the correction of such information, if you believe it to be incorrect.

The Privacy Policy also contains information about how you may complain about a breach of the APPs and how we will deal with such a complaint.

## 6. Contact Us

Our contact details in respect of any issues in relation to privacy are:

Telephone + 61 3 9429 7411

Email [privacy@hickory.com.au](mailto:privacy@hickory.com.au)

Post Attn: Privacy Officer  
Hickory Group  
1/101 Cremorne Street  
Richmond VIC 3121