About this document

This is the Privacy Policy:

of Ambray Pty Ltd Trading as: Storage City

ACN: 74 002832 635

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Caboolture
QLD 4510

Ph: (07) 5428 1015

Fax: (07) 5428 3213

Email: caboolture@storagecity.com.au

Web: https://www.storagecity.com.au/caboolture

At Storage City, we are committed to safeguarding your privacy and protecting your personal information. We are bound by, or have opted to meet, the requirements set out in the *Privacy Act 1988* (Cth) ("**Privacy Act**") and the Australian Privacy Principles which are contained in the Privacy Act.

This Policy sets out how and why we need to collect and retain your personal information, and how we handle, protect, use and disclose that personal information.

This Policy was last updated on 14/05/2025

Collection of information

We need to collect, retain and use information about you, including your personal information, to provide you with storage and do business with you.

Generally, this information is collected directly from you, but we may collect information about you that is publicly available, including from public registers or social media, or made available by third parties.

Information we collect may include:

- first and last name
- driver's licence details
- date of birth
- passport details
- telephone number(s)
- email address
- residential address
- CCTV footage and/or audio recordings of you, and
- any other information reasonably necessary to manage our relationship with you.

We may also need to collect payment information from you, including credit card or direct debit information, and we collect and retain information about your ongoing storage and payment history.

When you use our website or mobile applications, we may collect information about your physical location and/or web activity including your Internet Protocol (IP) address, your telephone number(s) and whether you have accessed or been referred to us via a third-party site. Some of this information we collect using cookies.

We use cookies only to store the selection of a preferred location when you initially visit our website.

Why we collect this information

We need to collect information from you for a variety of purposes including to provide you with storage and do business with you.

We also need to collect information from you to:

- ensure security of the facility and the goods and people within the facility
- establish your identity and assess your application for storage
- be able to contact you during the storage relationship
- provide you with information about your account, including billing and provision of notices
- provide you with information about our business and related entities, including promotions
- be able to answer questions from you about your account and our services
- manage our risk, including enabling us to undertake a search of the StorerCheck database, or any relevant credit history entity
- assist other storage facilities manage their credit risk, by uploading your information to the StorerCheck database
- undertake appropriate searches, including a Personal Property Securities Register (PPSR) search, if your account goes into default
- cooperate with enquiries from government and law enforcement bodies and comply with our legal obligations, and
- enforce our rights under the Storage Agreement.

Disclosure of your information

We may disclose any information we have about you including your personal information as is reasonably necessary or as is permitted by law, including but not limited to the following:

- our employees, including temporary workers or externally contracted staff
- our related entities
- service providers engaged by us including for data storage, IT and software management
- insurers and financial services providers
- third parties engaged to perform specific functions within our business, such as auctioneers, second-hand dealers, building contractors, and maintenance services
- government departments and agencies

- law enforcement agencies, including the police
- investigators
- any person who can demonstrate to our satisfaction a legal or equitable interest in the goods stored
- liquidators, administrators or other persons appointed to administer your financial affairs
- debt collection services
- your Alternative Contact Person ("**ACP**")
- the StorerCheck database (which means that other storage facilities / members of the Self Storage Association of Australasia ("**SSAA**") may search the StorerCheck database to determine whether you are a credit risk)
- storers or third parties who reasonably believe you have caused damage or injury to that storer or third party
- agents for any of the above, and
- our professional advisers (for example, our lawyers).

We will not share your contact details with third party enterprises and will never sell your personal information or contact details.

Facial recognition technology

If we use facial recognition technology to collect images of your face or other information derived from your facial images (including faceprints), we will first obtain your express consent.

We will only collect this information if it is reasonably necessary for one or more of our functions or activities, including to ensure security of the facility and the goods and people within the facility.

Disclosure of your information overseas

We may send your information outside Australia. Some SSAA members and some of our service providers (including data storage providers) or other third parties may be located, operate or hold data outside of Australia.

When information is sent or disclosed outside of Australia, we take reasonable efforts to ensure that appropriate data handling and security arrangements are in place.

We utilise service providers which are located in several countries outside Australia, including New Zealand, the United Kingdom, the United States of America.
Please note that Australian laws may not apply to some of these entities in those countries.

Alternative Contact Person (ACP)

If you have provided us with personal information identifying your nominated ACP, you must ensure that you have the right and/or their permission to do so.

You must take reasonable steps to ensure your ACP is aware that:

- you have made this disclosure
- we may use this information as we would personal information collected about you, and
- they may access and correct the information held by us in the same manner you may correct your personal information.

Direct marketing

We may use your contact details, including email and telephone numbers, to contact you for marketing purposes. You may withdraw this consent and opt out of receiving direct marketing at any time by contacting us at: caboolture@storagecity.com.au

StorerCheck

For credit and risk management purposes, we use the StorerCheck database. By applying to store goods with us, or if you make a web or telephone enquiry, you agree that we may:

- search the StorerCheck database for information that has been reported by other users of the StorerCheck database about you
- communicate with other users of the StorerCheck database and discuss your information with them
- choose to refuse you storage, or terminate your Storage Agreement, if you are listed on the StorerCheck database
- release or update any details and personal information listed on the StorerCheck database about you, including but not limited to your name, address, previous addresses, email addresses, driver's licence details, passport details, date of birth, storage history and account payment history, and
- use the information you provide during this application, including web or telephone enquiries, or information provided at any other time to update any listing currently about you on the StorerCheck database.
- upload your details and personal information on the StorerCheck database if you breach your Storage Agreement or engage in illegal or threatening behaviour including but not limited to:
  - → not paying for storage
  - → dumping or abandoning goods
  - → being chronically late with payments
  - → being abusive or threatening to staff or other storers
  - → eliciting the involvement of law enforcement agencies, such as law enforcement enquiries regarding your storage activities and the execution of search warrants against you, this facility or your storage space, or
  - → any other breach of the Storage Agreement.

We may use the information you provide during your storage application, including web or telephone enquiries, or information provided at any other time to update any listing currently about you on the StorerCheck database.

If you do not consent to these terms, you should not apply for storage with us.

By applying to store goods with us you consent to the terms and conditions set out in this document and online at www.storercheck.com.au, including our right to search StorerCheck for your details, and to upload your information and details to the StorerCheck database in certain circumstances.

For more information about the StorerCheck database please visit www.storercheck.com.au.

Security of your information

We keep your information provided to us in both hard form and electronic form. We take steps to secure this from misuse, loss, unauthorised modification, unauthorised disclosure and access.

We employ physical security such as locks on filing cabinets and restricted access to hard copy files, and other security measures including password-protected computers and internet firewalls.

We also provide our staff with compliance training on our Privacy Act obligations.

We take reasonable care when engaging third parties to provide services to us where those services may necessitate the third party handling your information, including data storage, file destruction, enforcement of the Storage Agreement and debt collection.

Access and correction

You may view and correct your personal information by:

- giving us reasonable notice in writing that you wish to view your personal information
- attending at our facility at the agreed time, and
- paying reasonable costs for the provision of access.

If we refuse access, we will provide you with a written reason for the refusal.

To correct inaccurate information we hold about you, you may advise us in writing that your personal information is not correct and provide us with written corrections. We will update your information as soon as reasonably possible.

Eligible data breaches

Where there are reasonable grounds to believe there has been an eligible data breach we will, within thirty (30) days of when we first become aware of the suspected breach, undertake a reasonable and expeditious assessment of the breach.

Where it is determined that an eligible data breach affecting you has occurred, we will report the breach to you and to the Office of the Australian Information Commissioner ("**OAIC**").

Retention of your information

We will retain your information until the later of:

- the date on which we no longer need your information, or
- five (5) years after the date you cease using our storage services.

Complaints

If you believe we have breached the Privacy Act or the Australian Privacy Principles and wish to complain, please contact us at caboolture@storagecity.com.au We will promptly investigate your complaint and notify you of the outcome within three weeks.

If you do not believe your complaint has been satisfactorily handled or resolved, you can lodge a complaint with the OAIC.

You can contact the OAIC on the details below:

Post	GPO Box 5288 Sydney NSW 2001
Telephone	1300 363 992
Email	enquiries@oaic.gov.au
Web	www.oaic.gov.au

Contact us

Please email our Privacy Officer at caboolture@storagecity.com.au if you:

- would like to know what personal information we hold about you
- wish to access or correct the personal information that we hold about you, or
- have a question or feedback for us about this Policy.

You can also contact us on the details below:

Post	1-5 Hagars street Caboolture QLD 4510
Telephone	(07) 5428 1015
Email	caboolture@storagecity.com.au
Web	https://www.storagecity.com.au/caboolture