



Privacy Policy

Effective Date: April 2026

Robin Hodge Pty Ltd ("we", "us", or "our") is committed to protecting the privacy of your personal information. This Privacy Policy explains how we collect, use, disclose, and manage your personal information in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

This policy applies to our website, our interactions with Community Housing Providers (CHPs), government stakeholders, partners, and any other individuals whose personal information we may collect in the course of our business operations.

1. Information We Collect

We only collect personal information that is reasonably necessary for our business functions and activities. The types of personal information we may collect include:

- **Contact Information:** Name, email address, phone number, job title, and organisation name.
- **Communication Records:** Information you provide when you contact us via our website, email, or phone, including enquiries about our projects or partnership opportunities.
- **Website Usage Data:** Information collected automatically when you visit our website, such as your IP address, browser type, pages visited, and referring website. This data is generally collected using cookies and similar technologies.

2. How We Collect Personal Information

We collect personal information in several ways, including:

- **Directly from you:** When you fill out a contact form on our website, subscribe to updates, or communicate with us directly.
- **From third parties:** In some cases, we may collect information from publicly available sources or from our partners (such as CHPs or government agencies) in relation to specific projects.
- **Automatically:** Through the use of cookies and analytics tools on our website.

3. Purpose of Collection and Use

We collect and use your personal information for the following purposes:

- To respond to your enquiries and provide information about our services and projects.
- To manage and facilitate our partnerships with CHPs, government bodies, and other stakeholders.

- To improve our website, services, and communications.
- To comply with our legal and regulatory obligations.
- To send you relevant updates or marketing communications (only if you have opted in, and you can opt out at any time).

4. Disclosure of Personal Information

We will not sell or rent your personal information to third parties. We may disclose your personal information to:

- **Service Providers:** Third-party vendors who assist us with website hosting, IT support, data analysis, or marketing, provided they are bound by confidentiality obligations.
- **Project Partners:** Relevant stakeholders, such as CHPs or government agencies, where necessary for the planning and delivery of housing projects.
- **Legal and Regulatory Bodies:** If required or authorised by law, or to protect our rights, property, or safety.

We do not typically disclose personal information to overseas recipients. If this changes, we will update this policy and take reasonable steps to ensure the overseas recipient complies with the APPs.

5. Security of Personal Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Our security measures include:

- Secure IT systems and restricted access to data.
- Confidentiality agreements with staff and contractors.
- Regular review of our data security practices.

While we strive to protect your information, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

6. Access and Correction

You have the right to request access to the personal information we hold about you and to ask for it to be corrected if you believe it is inaccurate, incomplete, or out of date.

To make a request, please contact us using the details provided below. We will respond to your request within a reasonable timeframe. We may require you to verify your identity before providing access or making corrections.

7. Cookies and Website Analytics

Our website uses cookies to enhance your browsing experience and analyse website traffic. Cookies are small text files stored on your device. You can manage your cookie preferences through your browser settings. However, disabling cookies may affect the functionality of certain parts of our website.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The updated policy will be published on our website with the revised "Effective Date". We encourage you to review this policy periodically.

9. Contact Us

If you have any questions, concerns, or complaints about this Privacy Policy or our privacy practices, please contact us at:

Robin Hodge Pty Ltd

Level 1, 184-186 Margaret St, Toowoomba Qld 4350
troy@robinhodge.com.au
0419 724 925

If you are not satisfied with our response to a privacy complaint, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.