

Privacy Policy - Customers

SX Homes collects and manages information from customers in order to meet commercial needs as well as meet statutory obligations.

When do we collect information from you ?

We collect information from you when you:

- Complete an expression of interest form
- Visit an open home
- Complete a contract of purchase
- Email information to us
- Deal with us over the telephone
- Use the SX Homes supplier portal

When you supply information to us you are consenting to us collecting, storing, using, maintaining and in limited circumstances disclosing your information. We never sell your information.

Does SX Homes Collect Personal Information ?

We generally only require personal details sufficient for the transaction.

When we require personal information we endeavour to keep this to a minimum. For example a customers name and phone number may be collected at an open home for the purpose of a follow up call.

We may ask for, and store information necessary for completion of a contract of sale for a property. We do not collect and store credit card or other financial details.

If we are required to disclose personal information to a government regulator we will provide that information, we may not be able to advise you that the information has been supplied.

IT – Website and emails

When you visit our website we will record

- The date and time of your visit
- Information that you download
- Your IP address and browser type

When we send you an email:

- Your email server will reply to us advising that the email has been delivered.
- Your server will also advise us when you have opened the email
- Some servers may also advise us which links you have clicked or files you have downloaded.
- Some servers may also advise us if you have 'forwarded' the email and to whom.

When you ring us

- Our main office number has a system which logs and records inbound calls. You will receive a notification when the call connects.
- If we ring you and the call is going to be recorded then we will notify you.
- Calls to mobile phones are not recorded however they are synchronised to our computer system and a log of the call is created with date, time, duration and callers number. SX Homes staff may add additional comments to the caller log

Amending Information

Please contact us if you think:

- Your information is incorrect.
- We have collected unnecessary information

We will be happy to amend or remove certain information however where there is a legal duty on us to collect and hold certain information we must meet our legal obligations.

Contact Details
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Tinderbox
TAS 7054

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