

PRIVACY POLICY

Purpose

CRA Building Services Pty Ltd and RestoConnect Pty Ltd (collectively referred to as CRA) Privacy Policy sets out how we collect, use, store and disclose personal information about you as part of the service we provide to you; and we are committed to protecting the privacy of our customers.

CRA complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APP's), which govern how we handle personal information.

By providing personal information to us, you consent to its collection, use and disclosure in accordance with this Privacy Policy, including, where applicable, sensitive information such as health information.

We will not use personal information for marketing without consent.

Scope

This policy applies to all CRA employees, customers, clients, contractors and users of our services.

What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.

What personal information do we collect and hold?

We will only collect information about you that we believe is necessary to undertake our legitimate business activities (such as maintenance and repairs).

Generally, this personal information will be your name, address, and telephone, and email contact details, but may also include insurance claim information, property and damage details and applicable sensitive information if relevant. Much of this information will have been collected indirectly by your insurance company.

How do we hold your personal information?

We may hold your personal information in a number of ways, including:

- on our computer systems and database, which may include storing your data on a third-party supplier's system (such as a subcontractor contracted to complete works),
- in hard copies (paper files); and
- as telephone recordings

We may hold your personal information for as long as we need it for any purpose for which we may use or disclose it, or longer if required by law.

When personal information is no longer required, we take reasonable steps to securely destroy or de-identify it.

Telephone call recording

We may record incoming and/or outgoing telephone calls for training, quality assurance or verification purposes, and will always advise you of this and give you the opportunity to decline the call being recorded. Where we have recorded a telephone call, we can provide you with a copy of the recording at your request, where it is reasonable to do so.

Why is the information collected and how is it used?

Generally, we collect personal information necessary to ensure we can manage your repair process effectively, which may include:

- to manager repair and restoration services
- to communicate with insurers and relevant stakeholders
- to respond to any query
- to handle complaints and disputes,
- to train our employees,
- to comply with legal and regulatory obligations.

How do we collect your personal information?

In most circumstances, we collect your personal information from your agents or representatives. We may collect personal information from a range of sources, including:

- directly from you,
- your insurance company, broker, or loss adjuster,
- your agents or representatives; and
- other third parties involved in the repair process.

Unless we are required or permitted by law to collect sensitive information about you, we will only do so after obtaining your consent.

What if you don't want to provide certain personal information?

CRA only collects information that we believe is necessary to undertake our business. You may decline to provide any personal information requested; but a lack of pertinent information may delay or prevent us from completing the repairs process.

Disclosure of personal information

Any personal information collected, held or used by CRA is kept strictly confidential and is only accessed by authorised CRA staff, agents, contractors or service providers in the course of them undertaking their legitimate duties in providing a given product or service and managing our business. Only necessary information is shared with the relevant service provider.

Your information will not be given, rented, sold or traded to any external third-party organisation and will only be made available to a third party:

- where CRA has contracted an external service provider to assist in the execution of CRA's legitimate activities such as subcontractors,
- if disclosure is required by or authorised by law; or
- if you consent to the disclosure of specific information to other third parties.

How we protect your personal information

We take reasonable steps to protect personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. These steps may include:

- access controls and staff authorisation levels,
- secure IT systems and data storage,
- confidentiality obligations for employees and contractors; and
- secure disposal of information when no longer required.

Contacting CRA about access to and/or correction of your personal information

CRA aims to ensure the personal information it collects, uses and discloses, including the personal information of its' customers, is accurate, up to date, complete and relevant. If you would like to access your personal information or feel that the information we currently have on record is inaccurate, irrelevant, out of date or incomplete, please contact us on 08 8297 0422. We will need to verify your identity before giving you access.

We will respond to your request within a reasonable period, typically within thirty (30) days. In some circumstances, we may refuse access or correction as permitted under the Privacy Act 1988 (Cth). If we refuse your request, we will provide you with written reasons where required by law.

In certain circumstances, CRA may charge a reasonable fee for providing access to personal information. We will notify you of any applicable fees in advance.

Comments and complaints regarding Privacy

If you have any concerns regarding how CRA has used your personal information or are concerned about any aspects of CRA's Privacy Policy, please get in touch with us.

The CRA Privacy Officer has the appropriate knowledge and authority to deal with any privacy matter and will be able to explain your rights and any referral that may be necessary in order to resolve the matter. Any formal privacy complaint will be dealt with by the Chief Administrative Officer, or in the absence by the Chief Executive Officer or Chief Operating Officer.

Privacy-related comments and complaints may be lodged over the phone or online. Our contact details are as follows:

CRA Privacy Officer

CRA Building Services

Level 1, 134 Fullarton Road

Rose Park, SA, 5067

Email: people@crabuilding.com.au

The matter will be investigated, and a response will be provided promptly. Any formal dispute review will be undertaken promptly, and the Internal Committee's decision will be provided within fifteen (15) working days. Every effort will be made to equitably address privacy concerns.

In the unlikely event that your complaint is unresolved, you are unhappy with the resolution of your complaint or with the way CRA has handled your complaint through the Dispute Resolution Process, you are entitled to contact the Office of the Australian Information Commissioner who may investigate your complaint further. However, they will only become involved when all internal avenues have been exhausted. Their contact details are as follows:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

1300 363 992

www.oaic.gov.au

In the event of a data breach likely to result in serious harm, CRA will comply with its obligations under the Notifiable Data Breaches scheme, including notifying affected individuals and the OAIC.

Policy review

Last updated: June 2026

We may review this Privacy Policy from time to time. The latest version will be available on our website.