Privacy Policy

Jetty Strata

Last updated: 2 November 2026

1. Introduction

Jetty Strata ("we", "us", "our") is committed to protecting the privacy of personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, disclose, store and protect personal information in the course of providing strata management and related services. It applies to personal information collected:

- under the Strata Schemes Management Act 2015 (NSW) and associated legislation;
- through our website and online services;
- in the course of managing strata, community and neighbourhood schemes; and
- through any other agreement, communication or interaction with us.

2. What is personal information

"Personal information" has the meaning given in the Privacy Act and includes information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether recorded in material form or not.

3. Collection of personal information

We collect personal information about individuals who have an interest in, or dealings with, property or schemes managed by us, including:

- lot owners and mortgagees;
- committee members and office holders;
- tenants and occupants;
- contractors, suppliers and service providers; and
- other stakeholders with a lawful interest in a scheme.

Personal information is collected because it is necessary for us to perform our role as a strata managing agent, to comply with legislation, and to meet our contractual obligations to owners corporations and associations.

We may collect personal information directly from you, including when you email, phone or write to us, or from third parties, including:

- owners corporations or managing committees;
- solicitors, real estate agents or developers;
- public registers; and
- government bodies or statutory authorities.

Information collected may include names, addresses, contact details, ownership or occupancy details, levy and financial information, correspondence and the content of your communications with us, feedback you give us, and other information required by law.

4. Purposes of collection and use

We collect, hold and use personal information for purposes including:

- maintaining strata rolls and records as required by law;

- administering and managing the affairs of schemes;
- issuing notices, levy contributions, meeting papers and minutes;
- arranging maintenance, repairs and access to lots;
- arranging and managing insurance matters;
- raising, collecting and distributing funds;
- enforcing by-laws and applicable legislation;
- facilitating meetings, voting and elections;
- complying with court, tribunal and statutory requirements;
- engaging and liaising with contractors and service providers;
- responding to enquiries and communications, and making sure urgent matters are identified and attended to promptly;
- monitoring and improving the quality and timeliness of our service, including staff training and supervision;
- understanding the reasons people contact us and the workload of each scheme, so we can resource our services and improve self-service options;
- seeking feedback on our service; and
- handling complaints, claims and disputes.

Some personal information is essential for us to accurately identify individuals with an interest in a scheme. Other information assists us to communicate efficiently and lawfully.

5. Disclosure of personal information

We may disclose personal information where necessary to carry out our functions or where required or authorised by law. This may include disclosure to:

- contractors and trades engaged by a scheme (for access or works);
- insurers, brokers, valuers, auditors and legal advisers;
- government agencies, courts and tribunals;
- owners, mortgagees or their authorised agents in accordance with the Strata Schemes Management Act 2015 (NSW);
- our related entities, where they assist in providing services to a scheme; and
- our staff and service providers who require access to perform their duties, including providers of software, cloud, communications and artificial intelligence services.

Under strata legislation, certain information recorded on strata rolls must be made available for inspection by entitled persons. In these circumstances, individuals inspecting records may obtain access to information relating to other lots or owners. We have no control over how that information is subsequently used by those persons, and access cannot always be restricted beyond what the law permits.

Other than as described above, we do not disclose personal information without consent unless disclosure is required or authorised by law, necessary to prevent a serious threat, or reasonably necessary for enforcement of the law. We do not sell or rent personal information.

6. Artificial intelligence and automated tools

We use software, including artificial intelligence (AI) tools, to help us manage the large volume of correspondence we receive. These tools may read the content of emails and documents sent to or by us, together with names, contact details, the scheme and lot concerned, and the dates and times of communications.

We use these tools to:

- identify urgent, legal, insurance and complaint matters so they are escalated and attended to promptly;
- sort correspondence by topic and by the scheme it relates to;
- measure response times and service levels; and

- assist staff to draft and review correspondence and documents.

The output of these tools is used by our staff to prioritise and manage work. We do not use computer programs to make decisions about you on their own that could significantly affect your rights or interests, such as decisions about levies, debt recovery, by-law enforcement, insurance claims or access to services. Those decisions are made by our staff, and you can ask us to explain how a decision affecting you was made.

We choose AI and technology providers that contractually agree not to use our clients' information to train their models, and we restrict their access to what is needed to provide the service.

7. Overseas disclosure of personal information

We may disclose personal information to overseas recipients where this is necessary to support our business operations. This may include:

- third-party software, cloud hosting, communications and AI service providers used for strata and property management purposes, some of which store or process information in the United States and other countries; and
- outsourced administrative or support staff assisting our business operations, including staff located in the Philippines.

Before disclosing personal information overseas, we take reasonable steps to ensure the recipient handles it in a manner consistent with the Australian Privacy Principles, including through contractual obligations, confidentiality requirements and restricted access controls. We remain accountable for the way those recipients handle your personal information.

8. Disclosure of information about others

Except as required by strata legislation, we do not disclose personal information about other owners, occupants or stakeholders without consent. This includes information relating to former owners, builders, developers or service providers, unless disclosure is required by law.

9. Feedback surveys and marketing communications

We may contact you after we have dealt with an enquiry or matter to ask about the service you received. Taking part is optional, and your feedback is used to improve our service and to train and supervise our staff.

With your consent, or where the law otherwise allows, we may use your name and contact details to send you news, information and offers about services provided by us or our related entities, including strata management and other available services. Where you have consented, we may keep your contact details for this purpose after our management of your scheme ends, until you ask us to stop.

Every marketing message will identify us and include a simple way to unsubscribe. You can also ask us at any time to stop sending you surveys or marketing messages by contacting us, and we will act on your request within five business days. Opting out does not affect notices and communications we are required to send you under strata legislation.

We do not use information from a scheme's strata roll or records for marketing unless you have consented, and when our management of a scheme ends we return the scheme's records as required by law.

10. Website and cookies

Our website may use cookies and analytics tools to improve functionality and understand how visitors interact with our site. This information is collected in aggregated form and does not identify individuals. Reasonable security measures, including encryption and access controls, are used to protect information submitted through our website.

11. Data quality

We take reasonable steps to ensure personal information is accurate, complete and up to date. Please tell us if your details change.

12. Data security, breaches and retention

We take reasonable steps to protect personal information from loss, misuse, interference, unauthorised access, modification or disclosure. Personal information is stored securely and is only accessible to authorised personnel.

If we become aware of a data breach that is likely to result in serious harm, we will notify the individuals affected and the Office of the Australian Information Commissioner (OAIC) as required by the Notifiable Data Breaches scheme.

We retain personal information only for as long as necessary to fulfil the purposes outlined in this policy and to comply with legal or regulatory requirements, including the record-keeping requirements of strata legislation. When information is no longer required, it is securely destroyed or de-identified.

13. Access and correction

You may request access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. We will respond within a reasonable period, generally within 30 days, and will not charge you for making a request.

Access may be refused where permitted by the Privacy Act, including where:

- providing access would unreasonably affect the privacy of others;
- the request relates to existing or anticipated legal proceedings;
- access is prohibited by law or by a court or tribunal order; or
- the request is frivolous or vexatious.

If we refuse access or correction, we will give you written reasons and tell you how to complain.

14. Complaints

If you believe we have breached this Privacy Policy or the Australian Privacy Principles, please contact our Privacy Officer using the details below. We will investigate and respond in writing, generally within 30 days of receiving all relevant information.

If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner at www.oaic.gov.au or on 1300 363 992.

15. Changes to this policy

We may amend this Privacy Policy from time to time to reflect changes in legislation, technology or business practices. The current version will be published on our website and will apply from the date of publication.

16. Contact us

For privacy enquiries, access requests or complaints, please contact:

Privacy Officer, Jetty Strata
Email: reception@jettystrata.com.au
Phone: 02 6651 3937
Address: Coffs City Square, Suite 2 / Level 1, 50-64 Harbour Drive, Coffs Harbour NSW 2450
Postal address: PO Box 412, Coffs Harbour NSW 2450