



### BUILTFORM AU – Privacy Policy

Last updated: 01 July 2025

BUILTFORM AU (“we”, “our”, “us”) is committed to protecting the privacy of our clients, partners, and website visitors. We handle personal information in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*. This Privacy Policy explains how we collect, use, store, and disclose personal information in the course of delivering our building certification, compliance, planning, and development consultancy services across Queensland and New South Wales.

### 1. Information We Collect

#### Personal and Contact Information

- Name, address, phone number, email address
- Business or company details
- Identification information required for statutory applications

#### Project and Property Information

- Site addresses, plans, drawings, reports, and technical documentation
- Council records, approval history, and compliance information
- Builder, contractor, and consultant details

#### Administrative and Financial Information

- Invoices and payment records
- General transaction confirmations (excluding payment method details)
- Correspondence relating to project management and service delivery

#### Website and Digital Information

- IP address, browser type, device information
- Website usage analytics and cookies (where applicable)

### 2. How We Collect Information

We collect personal information through:

- Direct communication (email, phone, online forms, meetings)
- Project documentation provided by clients, builders, consultants, or councils
- Third-party platforms used for approvals, lodgements, or compliance
- Our website and digital tools
- Publicly available sources where relevant to project assessment

### 3. Why We Collect Personal Information

We collect and use personal information to:

- Provide building certification, compliance, and development consultancy services
- Prepare and lodge statutory documentation with councils and authorities
- Assess applications, issue approvals, and manage project workflows
- Maintain accurate business and financial records
- Communicate with clients, builders, and stakeholders
- Meet legal, regulatory, and audit obligations
- Improve our services, systems, and client experience

### 4. Disclosure of Personal Information

We may disclose personal information to:

- Local councils, state authorities, and statutory bodies
- Builders, engineers, planners, and other project stakeholders
- Third-party service providers such as IT providers and administrative platforms
- Insurers, legal advisors, and auditors
- Any party where disclosure is required or authorised by law

We do not sell or trade personal information.



## 5. Data Storage and Security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. This includes:

- Secure digital storage systems
- Restricted access to sensitive information
- Encrypted communication channels where appropriate
- Regular system monitoring and updates

---

## 6. Online Payments

BUILTFORM AU may offer online payment options for client convenience.

**We do not collect, store, or have access to your credit card details or other sensitive payment information.**

### How Online Payments Work

- When you make a payment, you are redirected to a secure third-party payment provider (e.g. bank-issued merchant facility).
- All payment information is entered directly into the provider's secure system.
- The provider processes the transaction and returns a confirmation to us.

### Information We Receive

We only receive:

- Your name or business name
- The invoice or reference number
- The payment amount
- A confirmation that the payment was successful

We do **not** receive or store:

- Credit card numbers
- CVV codes
- Bank account details
- Any sensitive financial credentials

### Third-Party Provider Policies

Your payment is subject to the privacy and security policies of the payment provider you use.

---

## 7. Access and Correction

You may request access to, or correction of, the personal information we hold about you. We will respond within a reasonable timeframe in accordance with the APPs.

---

## 8. Cookies and Website Analytics

Our website may use cookies and analytics tools to improve functionality and user experience. You can adjust your browser settings to refuse cookies if preferred.

---

## 9. Contact Us

For privacy enquiries, access requests, or concerns, contact:

**BUILTFORM AU**

Email: [office@builtform.au](mailto:office@builtform.au)

Phone: 0432 333 840

Website: [www.builtform.au](http://www.builtform.au)

---

## 10. Updates to This Policy

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

Further terms, conditions, and obligations relating to our services, fees, responsibilities, and client relationships are set out in our **Terms of Engagement**, which operate alongside this Privacy Policy.

---

## BUILTFORM AU – Online Payment Terms

**Last updated: 01 July 2025**

These Online Payment Terms apply to all payments made to BUILTFORM AU (“we”, “our”, “us”) through any online payment facility or secure payment link. By making an online payment, you agree to the following terms, which operate alongside our **Terms of Engagement** and **Privacy Policy**.

---

### 1. Payment Processing

- Online payments are processed through secure third-party payment providers.
- You may be redirected to a secure external payment gateway to complete your transaction.
- BUILTFORM AU does **not** collect, store, or have access to your credit card details, bank account numbers, or other sensitive payment credentials.

---

### 2. Surcharges and Fees

- A surcharge may apply to online card payments.
- Any applicable surcharge will be displayed before you finalise your payment.



- We aim to keep costs to a minimum for our clients and only pass on fees charged by the payment provider.
- 

### 3. Payment Confirmation

- Once your payment is processed, you will receive a confirmation from the payment provider.
  - BUILTFORM AU will also receive a notification confirming the payment amount, reference number, and payer name.
  - This confirmation serves as proof of payment for your records
  - Once reconciled in our Xero system, the original invoice link will show a "\$0" balance once funds have been cleared.
- 

### 4. Failed or Declined Payments

- If a payment is declined, the transaction will not be completed.
  - You remain responsible for ensuring payment is made by the due date using an alternative method if necessary.
  - We are not responsible for delays caused by failed or incomplete transactions.
- 

### 5. Refunds

- Refunds are assessed in accordance with our Terms of Engagement and applicable legislation.
  - Any approved refund will be processed back to the original payment method where possible.
  - Surcharges or transaction fees charged by third-party providers may be non-refundable.
- 

### 6. Security

- All online payments are encrypted and processed through secure, compliant payment systems.
  - While we take reasonable steps to ensure the security of our systems, we are not responsible for security breaches or failures of third-party payment providers.
- 

### 7. Limitation of Liability

- BUILTFORM AU is not liable for:
    - interruptions or errors in the payment gateway
    - delays in processing
    - unauthorised access or security breaches occurring within third-party systems
  - Your use of the payment facility is at your own risk.
- 

### 8. Disputes

- Any disputes relating to online payments should first be directed to us for review.
  - If the issue relates to the payment gateway's processing, you may also need to contact the payment provider directly.
- 

### 9. Related Documents

These Online Payment Terms operate in conjunction with:

- **BUILTFORM AU Terms of Engagement**

Where inconsistencies arise, the Terms of Engagement prevail.

---

