

Sure Store Self Storage Privacy Policy (Australia)

About this document

This is the Privacy Policy:
of Sure Store Self Storage and its related entities.

At Sure Store Self Storage, we are committed to safeguarding your privacy and protecting your personal information. We are bound by, or have opted to meet, the requirements set out in the *Privacy Act 1988* (Cth) ("**Privacy Act**") and the Australian Privacy Principles which are contained in the Privacy Act.

This Policy sets out how and why we need to collect and retain your personal information, and how we handle, protect, use and disclose that personal information.

This Policy was last updated on 04 July 2025

Collection of information

We need to collect, retain and use information about you, including your personal information, to provide you with storage and do business with you.

Generally, this information is collected directly from you, but we may collect information about you that is publicly available, including from public registers or social media, or made available by third parties.

Information we collect may include:

- first and last name
- driver's licence details
- date of birth
- passport details
- telephone number(s)
- email address
- residential address
- CCTV footage and/or audio recordings of you, and
- any other information reasonably necessary to manage our relationship with you.

We may also need to collect payment information from you, including credit card or direct debit information, and we collect and retain information about your ongoing storage and payment history.

When you use our website or mobile applications, we may collect information about your physical location and/or web activity including your Internet Protocol (IP) address, your telephone number(s) and whether you have accessed or been referred to us via a third-party site.

If you choose not to provide us with the information that we have requested, we will be unable to offer you storage at our facility or communicate further with you.

Why we collect this information

We need to collect information from you for a variety of purposes including to provide you with storage and do business with you.

We also need to collect information from you to:

- ensure security of the facility and the goods and people within the facility
- establish your identity and assess your application for storage
- be able to contact you during the storage relationship
- provide you with information about your account, including billing and provision of notices
- provide you with information about our business and related entities, including promotions
- be able to answer questions from you about your account and our services
- undertake appropriate searches, including a Personal Property Securities Register (PPSR) search, if your account goes into default
- cooperate with enquiries from government and law enforcement bodies and comply with our legal obligations, and
- enforce our rights under the Storage Agreement.

Disclosure of your information

We may disclose any information we have about you including your personal information as is reasonably necessary or as is permitted by law, including but not limited to the following:

- our employees, including temporary workers or externally contracted staff
- our related entities
- service providers engaged by us including for data storage, IT and software management
- insurers and financial services providers
- third parties engaged to perform specific functions within our business, such as auctioneers, second-hand dealers, building contractors, and maintenance services
- government departments and agencies
- law enforcement agencies, including the police
- investigators
- any person who can demonstrate to our satisfaction a legal or equitable interest in the goods stored
- liquidators, administrators or other persons appointed to administer your financial affairs
- debt collection services
- your Alternative Contact Person ("**ACP**")

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- storers or third parties who reasonably believe you have caused damage or injury to that storer or third party
- agents for any of the above, and
- our professional advisers (for example, our lawyers).

We will not share your contact details with third party enterprises and will never sell your personal information or contact details.

Disclosure of your information overseas

We may send your information outside Australia. Some SSAA members and some of our service providers (including data storage providers) or other third parties may be located, operate or hold data outside of Australia.

When information is sent or disclosed outside of Australia, we take reasonable efforts to ensure that appropriate data handling and security arrangements are in place.

We utilise service providers which are located in several countries outside Australia, including New Zealand, the United Kingdom, the United States of America.

Please note that Australian laws may not apply to some of these entities in those countries.

Alternative Contact Person (ACP)

If you have provided us with personal information identifying your nominated ACP, you must ensure that you have the right and/or their permission to do so.

You must take reasonable steps to ensure your ACP is aware that:

- you have made this disclosure
- we may use this information as we would personal information collected about you, and
- they may access and correct the information held by us in the same manner you may correct your personal information.

Direct marketing

We may use your contact details, including email and telephone numbers, to contact you for marketing purposes. You may withdraw this consent and opt out of receiving direct marketing at any time by contacting us at managers@surestore.com.au.

Security of your information

We keep your information provided to us in both hard form and electronic form. We take steps to secure this from misuse, loss, unauthorised modification, unauthorised disclosure and access.

We employ physical security such as locks on filing cabinets and restricted access to hard copy files, and other security measures including password-protected computers and internet firewalls.

We also provide our staff with compliance training on our Privacy Act obligations.

We take reasonable care when engaging third parties to provide services to us where those services may necessitate the third party handling your information, including data storage, file destruction, enforcement of the Storage Agreement and debt collection.

Access and correction

You may view and correct your personal information by:

- giving us reasonable notice in writing that you wish to view your personal information
- attending at our facility at the agreed time, and

If we refuse access, we will provide you with a written reason for the refusal.

To correct inaccurate information we hold about you, you may advise us in writing that your personal information is not correct and provide us with written corrections. We will update your information as soon as reasonably possible.

Eligible data breaches

Where there are reasonable grounds to believe there has been an eligible data breach we will, within thirty (30) days of when we first become aware of the suspected breach, undertake a reasonable and expeditious assessment of the breach.

Where it is determined that an eligible data breach affecting you has occurred, we will report the breach to you and to the Office of the Australian Information Commissioner ("OAIC").

Retention of your information

We will retain your information until the later of:

- the date on which we no longer need your information, or
- five (5) years after the date you cease using our storage services.