

Privacy Policy

This website is owned and operated by Fortis Development Group (A.B.N. 55 604 352 347) who will be referred to as "we", "our", and "us" in this Privacy Policy.

We reserve the right, at our discretion, to modify this Privacy Policy at any time by posting the revised Privacy Policy on this website.

This Privacy Policy is in addition to any other terms and conditions applicable to the website and collection of information via our enquiry forms.

This Privacy Policy governs the manner in which your personal information, provided through this website, enquiry forms or in any other manner, will be dealt with by us.

By using this website or providing us with personal information, you acknowledge that you have read and agree to this Privacy Policy.

Personal Information we collect

1. In the process of conducting our business we are likely to collect a range of personal information about you. The types of personal information we may collect include:
 - (a) your name;
 - (b) your residential or mailing address (or both);
 - (c) your email address;
 - (d) your telephone number, mobile number, or social media handle;
 - (e) your age;
 - (f) your budget and any specific requirements with respect to products or services (or both) that you have enquired about;
 - (g) details of products or services (or both) we provide to you or that you have enquired about, including any additional information necessary to deliver those products or services and respond to your enquiries; and
 - (h) any other information that may be required in order to facilitate your dealings with us.

Collecting your personal information

2. We may collect personal information either directly from you or from third parties. We may also collect personal information when you:
 - (a) submit a query via this website;
 - (b) register with us, either via this website, by e-mail, or by any other means;
 - (c) communicate with us through correspondence, chats, email, or when you share information with us over the telephone or in person.
 - (d) share information with or with third parties using social media platforms, services and other permission based marketing sites.

Use and disclosure of personal information

Why and how do we use your personal information?

3. Personal information that you submit to us is primarily used by us to provide you with products or services (or both) or to answer or forward any requests or enquiries.
4. We may also collect, hold, use and disclose your personal information for the following purposes:
 - (a) answer your queries and fulfilling your requests for products or services;
 - (b) improve our offers, products or services including, for example, by examining and keeping track of your use of our products or services and our email and social media interactions with you;
 - (c) optimise this website and our users' experience including by, for example, performing analytics, conducting research, and for advertising and marketing purposes;
 - (d) comply with our legal obligations, resolve any disputes that we may have with any of our users, to enforce our agreements with third parties, and where we have reason to believe that use or disclosure is necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, users, or anyone else who could be harmed by such activities.
5. We may also use and disclose your personal information to market our products or services to you, including, for example, communicating with you by mail, e-mail, SMS, MMS, social media, and telephone to inform you about products or services. You may make a request to us not to receive direct marketing communications by emailing us at the email address below.

Who do we disclose your personal information to?

6. We may disclose your personal information for the purposes described in this Privacy Policy to:
 - (a) our employees and related bodies;
 - (b) third party supplier or service providers such as:
 - (i) suppliers or service providers who will provide you with goods or services on our behalf;
 - (ii) mailing or distribution providers which organise delivery of products;
 - (iii) market research providers;
 - (iv) marketing providers who conduct specialised activities such as mail-outs and the dispatch of messages on social media platforms;
 - (c) our professional advisers (including our accountants, lawyers and auditors);

- (d) our insurers;
 - (e) anyone to whom our assets or businesses (or any part of them) are transferred;
 - (f) specific third parties authorised by you to receive information held by us; or
 - (g) other persons, including government agencies, courts, regulatory bodies, and law enforcement agencies, or as required, authorised or permitted by law.
7. We may disclose personal information to third party service providers located outside of Australia.
8. When you provide your personal information to us, you consent to the disclosure of your personal information outside of Australia and acknowledge that, in doing so, we will not be accountable under the Privacy Act for the treatment of that information by the overseas recipients. However, we will take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the Australian Privacy Principles.

Security

9. No data transmission over the internet can be guaranteed to be totally secure. However, we will endeavour to take reasonable precautions to protect the personal information you may provide us.

Monitor your use and access of this website and use of cookies

10. We may collect personal information about you when you use and access this website. We may also record certain information about your use of this website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.
11. A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this website. We use session ID cookies to make it easier for you to navigate this website. A session ID cookie expires when you close your browser. If you reject cookies, you may still use this website, but your ability to use some areas of this website will be limited.

Accessing and correcting your personal information

12. We will take reasonable steps to keep any personal information which we hold about you complete, accurate, and up to date. However, we encourage you to regularly review and update your personal information.
13. If at any time you discover that personal information held about you is incorrect, you may contact us to have the information corrected by emailing us at the e-mail address below.

Problems or questions

14. If you have a question, problem, or complaint, please e-mail us at the e-mail address below. Please include your name, email address, and telephone number and clearly describe your question or complaint.
15. For more information about privacy issues in Australia and protecting your privacy, visit the Office of the Australian Information Commissioner's website: <https://www.oaic.gov.au/>

Contact Details

Telephone: (02) 9698 6133

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