

AFFORDABLE GRANNY FLATS WA PTY LTD

PRIVACY POLICY

Effective Date: 17 April 2026

Affordable Granny Flats WA Pty Ltd ("Affordable Granny Flats WA", "we", "us" or "our") respects your privacy and is committed to protecting the personal information we collect and handle. This Privacy Policy explains how we collect, use, store and disclose personal information in connection with our granny flat supply, project coordination and related services, including through our website, enquiries, quotations, site inspections and project delivery.

Where applicable, we handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Personal Information We Collect

- Full name
- Phone number
- Email address
- Residential, project or property address
- Information submitted through our website enquiry or quote forms
- Details about your proposed granny flat project
- Selected granny flat model, size, specifications and upgrades
- Property and site information
- Site photographs, measurements, plans and drawings
- Information necessary for quotations, contracts, engineering, surveying, approvals and construction coordination
- Records of communications with us
- Payment and transaction information
- Any other information you voluntarily provide to us.

We only seek to collect information that is reasonably necessary for our business activities and services.

2. How We Collect Information

- Submit a Get a Free Quote or contact form on our website
- Contact us by telephone, email, SMS or other messaging services
- Request information about one of our granny flat models
- Arrange a consultation or site inspection
- Request or accept a quotation
- Enter into an agreement with us
- Provide property plans, drawings or other documents
- Communicate with our project coordination team
- Deal with our engineers, building surveyors, builders, trades or other contractors as part of your project.

We may also receive relevant information from professionals or contractors involved in your project where reasonably necessary.

3. Why We Collect and Use Your Information

- Respond to enquiries
- Prepare quotations and project estimates
- Assess preliminary project requirements
- Arrange site inspections
- Coordinate engineering and structural documentation
- Coordinate building surveying and certification
- Assist with Building Permit and other approval processes
- Coordinate builders, plumbers, electricians, installation teams, transport and crane services
- Manage production, delivery and installation
- Communicate project updates
- Issue or administer invoices, payments and contracts
- Provide customer service and after-sales support
- Maintain business and project records
- Improve our products, services and website
- Meet legal, regulatory, insurance and compliance requirements.

4. Sharing Your Information

Where reasonably necessary for your project, we may disclose relevant personal or property information to third parties involved in delivering the project, including project engineers, structural engineers, building surveyors, licensed builders, plumbers, electricians, installation contractors, transport providers, crane operators, suppliers and manufacturers. Information may also be provided to relevant local government authorities, regulatory authorities and other approval bodies where required for permits, approvals or compliance. We seek to disclose only information reasonably necessary for the relevant service.

5. Overseas Disclosure

Some of our suppliers, manufacturers or service providers may be located outside Australia. Where project information needs to be provided to an overseas supplier or manufacturer for production, specifications, technical documentation or manufacturing coordination, we seek to limit the information disclosed to what is reasonably necessary. Where practicable, this Privacy Policy will be updated to identify countries in which overseas recipients are likely to be located.

6. Website and Electronic Information

When you use our website, certain technical information may be collected automatically, such as your IP address, browser type, device information, pages visited and website usage information. Our website may use cookies and similar technologies to operate the website, understand website traffic, improve user experience and measure marketing performance. Third-party analytics or advertising providers may process information in accordance with their own privacy policies.

7. Marketing Communications

Where permitted by law, we may use your contact information to provide information about our granny flat models, display homes, promotions, project services or other relevant updates. You may opt out of marketing communications at any time by using an unsubscribe facility where provided or by contacting us. Opting out will not prevent us from contacting you where reasonably necessary regarding an active enquiry, quotation, contract or

project.

8. Storage and Security

We take reasonable steps to protect personal information against misuse, interference, loss and unauthorised access, modification or disclosure. Information may be stored electronically through business systems, email systems, cloud-based services, project management systems or other secure business records. Access is limited where reasonably practicable to personnel and service providers who require access for legitimate business purposes.

9. Accessing or Correcting Your Information

You may request access to personal information that we hold about you or ask us to correct information that is inaccurate, incomplete or out of date. We may need to verify your identity before providing access to personal information.

10. Privacy Complaints

If you have a concern or complaint about how Affordable Granny Flats WA has handled your personal information, please contact us. We will review the matter and seek to respond within a reasonable period. If you are not satisfied with our response and the Privacy Act applies to the matter, you may be able to lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

11. Third-Party Websites

Our website may contain links to external websites. Affordable Granny Flats WA is not responsible for the privacy practices or content of third-party websites. We recommend reviewing the privacy policy of any external website before providing personal information.

12. Changes to This Privacy Policy

We may update this Privacy Policy when our business operations, technology, service providers or legal obligations change. The latest version will be published on our website with the applicable effective or updated date.

13. Contact Us

Affordable Granny Flats WA Pty Ltd
Western Australia

Email: Admin@affordablegrannyflatswa.com.au

Phone: +61428832203

Website: affordablegrannyflatswa.com.au

Website form recommended wording:

I have read and agree to the Privacy Policy and Terms of Use.

This document is a general business privacy policy and is not a substitute for legal advice. The policy should be reviewed when the company's operations, service providers or legal obligations materially change.