

Privacy Policy

Effective Date: June 2025

At Otelle (“we”, “our”, or “us”), we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. What Information We Collect

Personal information is defined in the Privacy Act as being information that identifies or could reasonably identify an individual. This may include an individual’s name, address, email address, and telephone numbers. The type of personal information that Otelle collects will vary depending on the reason for engagement.

Otelle only collects personal information where we consider it to be reasonably necessary for our business functions or activities.

We may collect the following personal information from you:

- Your full name, date of birth;
- Your contact details including residential address, postal address and email address;
- Your various telephone numbers including your mobile;
- Your occupation and business address;
- Other information reasonably relevant to the provision of the services to you (including, but not limited to, your preferences, interests, enquiries and history with Us);
- Any other personal information you provide to Us in relation to the Services or in Your dealing with us; and
- We may also collect information about your finance position or credit history when you apply for finance or credit arrangements.

We collect this information when you submit a form or otherwise interact with our website.

Use of cookies

We may utilise cookies on this site which enable us to monitor traffic patterns and to serve you more efficiently if you revisit the Site. A cookie does not identify you personally, but it does identify your computer. You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance.

2. How We Use Your Information

We use your information to:

- Respond to your enquiries
- Provide you with information about our properties, projects, or services
- Send updates, marketing materials, or newsletters (if you've opted in)
- Improve our website and customer experience

3. Disclosure of Your Information

We do not sell or rent your personal information. We may disclose your information to:

- Our employees, contractors, and service providers (e.g. marketing or IT support) who need the information to help us serve you
- Government agencies, if required by law

4. Storage and Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

5. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request corrections if your information is inaccurate
- Opt out of receiving marketing communications

To do so, please contact us using the details below.

6. Cookies & Analytics

Our website may use cookies or third-party services (such as Google Analytics) to improve your experience. You can disable cookies in your browser settings.

7. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be published on this page.

8. Contact Us

If you have any questions about this Privacy Policy or wish to access or correct your personal information, please contact us via info@otelle.com.au