

# Privacy Policy

## Australian Tiny House Association

Effective Date: 11 June 2026

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### 1. Introduction

The Australian Tiny House Association ("we", "us", or "our") is committed to protecting your 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 protect the personal information you provide when using our website and services. By using our website, you consent to the practices described in this policy.

### 2. About Us

The Australian Tiny House Association is a not-for-profit association supporting the tiny house movement across Australia. We can be contacted at:

Email: [admin@tinyhouse.org.au](mailto:admin@tinyhouse.org.au)

Website: [www.tinyhouse.org.au](http://www.tinyhouse.org.au)

### 3. What Personal Information We Collect

We only collect personal information that you voluntarily provide to us in order to deliver our services. This may include:

- Your name
- Email address
- Postal address or location (state/territory)
- Phone number
- Membership details and preferences
- Any other information you choose to provide through forms, enquiries, or correspondence

We do not collect sensitive information (such as health, financial, or government identifier information) unless it is strictly necessary and you have given explicit consent.

### 4. How We Collect Your Information

We collect personal information directly from you when you:

- Register as a member or subscriber
- Submit an enquiry or contact form
- Purchase products or services through our website
- Participate in surveys, events, or competitions
- Communicate with us by email, phone, or post

We may also collect limited non-personal technical data automatically (such as browser type, pages visited, and time of access) through cookies and analytics tools to help improve our website. This data cannot identify you personally.

## **5. How We Use Your Information**

We use your personal information only for the purpose for which you provided it, including to:

- Process your membership application or renewal
- Respond to your enquiries and provide customer support
- Send you newsletters, updates, and information about our activities (where you have consented)
- Process transactions and administer your account
- Organise events and activities you have registered for
- Improve our website and services
- Comply with legal obligations

We will only use your information for the purpose it was collected, or a directly related purpose. We will not use your information for any other purpose without your consent.

## **6. We Do Not Share Your Information with Third Parties**

We do not sell, rent, trade, or otherwise disclose your personal information to third parties for their own purposes.

Your personal information is not shared with external organisations, marketers, or data brokers. The only limited exceptions where we may be required to disclose information are:

- Where required or authorised by Australian law or a court order
- To protect the rights, property, or safety of our association, members, or the public
- Where you have given us your explicit consent to do so

If we engage third-party service providers (for example, to host our website or process payments), those providers are bound by contractual obligations to handle your information securely and only for the purpose of providing services to us. They are not permitted to use your information for their own purposes.

## **7. Storage and Security of Your Information**

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

- Secure storage systems with appropriate access controls
- Encrypted transmission of data where applicable
- Limiting access to personal information to authorised staff only
- Regular review of our security practices

While we take all reasonable precautions, no data transmission over the internet can be guaranteed to be 100% secure. If you have concerns about transmitting your information, please contact us directly.

We retain your personal information only for as long as necessary to fulfil the purpose for which it was collected, or as required by law. When no longer needed, we will securely destroy or de-identify the information.

## **8. Accessing and Correcting Your Information**

Under the Australian Privacy Principles, you have the right to:

- Request access to the personal information we hold about you
- Ask us to correct any inaccurate, incomplete, or outdated information
- Request that we delete your personal information (subject to our legal obligations)

To exercise any of these rights, please contact us using the details in Section 2. We will respond to your request within a reasonable timeframe (typically within 30 days). In some circumstances, we may need to verify your identity before granting access.

We will not charge a fee for making an access request, but we may charge a reasonable fee to cover the cost of providing access if the request is complex.

## **9. Cookies and Website Analytics**

Our website may use cookies — small text files stored on your device — to improve your browsing experience. Cookies help us understand how visitors use our site so we can make improvements.

You can disable cookies through your browser settings; however, this may affect the functionality of some parts of our website. We do not use cookies to collect personally identifiable information.

## **10. Links to Other Websites**

Our website may contain links to external websites. We are not responsible for the privacy practices of those websites. We encourage you to review the privacy policies of any external sites you visit.

## **11. Privacy Complaints**

If you believe we have not handled your personal information in accordance with this policy or the Australian Privacy Principles, please contact us in the first instance so we can address your concern.

If you are not satisfied with our response, you have the right to lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Phone: 1300 363 992
- Post: GPO Box 5218, Sydney NSW 2001

## **12. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated policy will be posted on our website with a revised effective date. We encourage you to review this policy periodically.

Continued use of our website after any changes constitutes your acceptance of the updated policy.

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*This policy was last updated on 11 June 2026*