



General Self Storage  
Privacy Policy  
October 2025, Version 2.0

## Introduction

General Self Storage and our related entities (in this Privacy Policy called “General Self Storage”, “we”, “us” or “our”) deliver tailored storage solutions for all domestic and commercial needs.

We respect the privacy of any personal information that you may provide to us. The way we manage personal information is governed by:

- Australia – the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles (APPs) established under the Privacy Act.
- New Zealand – the Privacy Act 2020.

For the purposes of this Privacy Policy, “personal information” has the meaning given to it in the Privacy Act, being information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not, and whether the information or opinion is recorded in a material form.

This Privacy Policy explains how we manage the personal information we hold about you. Please note that this Privacy Policy is to be read subject to any overriding provisions of law or contract.

## Your Acknowledgement and Consent

By using our website, corresponding with us, providing us with personal information, by investing in us, or by holding an account or storing with us, you are taken to have read and understood this Privacy Policy and you have consented to us managing your personal information in the way described in this Privacy Policy.

## What Kinds of Personal Information Do We Collect?

The kinds of personal information we may collect include, but are not limited to:

- Your full name (including current and any former name) and date of birth;
- Your personal and business contact details (including addresses, landline or mobile phone numbers, fax numbers, and e-mail addresses);
- Your image, location, and movements on closed circuit television (CCTV);

- Your employment details (including company names, job titles, and business sector details);
- Your banking and payment details (including tax file numbers, ABN, and credit card details if applicable);
- Your personal information provided through business dealings where a business relationship is established;
- Contact and identification details of any third party that has been authorised to negotiate or provide personal information on your behalf (including any attorneys appointed by you under a power of attorney);
- Any information required for security reasons (for example, your image, location, and movements on closed circuit television or a copy of your passport or driver's licence).
- Any correspondence or dealings between you and General Self Storage; and
- Any other personal information provided to us when you make an inquiry, request information (including our information packs, quotes, and information about our related products and services), respond to marketing or lodge a complaint.

### **How Do We Collect Personal Information?**

Wherever possible, we will always try to collect personal information directly from you. For example, where you:

- Request information or contact us through our website or by telephone;
- Correspond with us in writing (such as letters and emails);
- Provide business cards or other documents to our personnel, including:
  - Contracts;
  - Public records; and
  - Identification information for the purposes of confirming an identity; or
- Meet with us in person.

We may also obtain personal information about you from third parties that we deal with, such as:

- Government and law enforcement agencies;
- Our professional advisors;
- Any person you authorise to deal with us on your behalf;
- Our contracted service providers; and
- Any other organisation with whom we do business.

Where we collect personal information from third parties that have been referred by you, we will assume, and you should ensure, that you have made that third party aware of the

referral and the purposes of collection, use, and disclosure of the relevant personal information.

### **Dealing with General Self Storage Anonymously**

Whenever it is lawful and practicable, you will have the option of not identifying yourself when dealing with us. For example, general access to our website does not require you to reveal any personal information about yourself, nor do general inquiries require personal information to be collected.

However, there are aspects of our activities, services, and products that require personal information to be disclosed. For example, due to the contractual nature of the storage agreement, customers must sign agreements in their legal names. There are also parts of our website where personal information is collected for a specific purpose, such as to provide customers with certain requested information or publications. We do this through the use of online forms, emails, or other communication methods (i.e., over the telephone, by fax, or by mail).

### **Why Do We Collect, Hold, Use, and Disclose Personal Information?**

We collect, hold, use, and disclose your personal information in order to provide you with your requested services and products as well as to perform our other functions and activities related to those services and products.

In particular, we may collect, hold, use, and disclose your personal information for the purposes of:

- Responding to your storage booking or packaging order or other request or inquiry;
- Providing you with any documents, records, information sheets, or other service information requested;
- Enabling you to register for an online General Self Storage account;
- If you have requested us to do so – assisting you in your application for insurance over your storage contents;
- Effectively carrying out our sponsorship/partnership functions and dealings with charitable organisations/sporting clubs;
- Effectively carrying on a business or other commercial relationship;
- Account management and administering, updating, and maintaining our records;
- Investment-related management and administering, updating, or maintaining the register for General Self Storage;

- Promotion of our services, including carrying out direct marketing (for example about our products and services and those offered jointly or on behalf of other organisations) and market research campaigns (for example on the effectiveness of our services). In certain cases, we may aggregate your personal information (so that you are not identifiable) for marketing and strategic purposes;
- Monitoring and maintaining the safety and security of our sites and facilities, and to record, investigate, and analyse any incidents which occur on our sites and facilities;
- Detecting and deterring the inappropriate, unauthorised, suspicious, or criminal use or behaviour on our sites and facilities;
- Developing our website (for example using customer feedback to make the website more user-friendly) and other customer service processes;
- Notifying you about important changes or developments to our functions, activities, services, or our website;
- Administering, supporting, improving, and developing our business and services;
- Any other purpose which relates to or arises out of requests made by customers, employees, or any other persons with whom we have a business relationship;
- If a complaint is lodged with us, processing and responding to the complaint;
- Doing anything which you authorise or consent to us doing; or
- Taking any action we are required or authorised by law to take.

Except with an individual's permission, we will not sell, trade, or rent personal information to unaffiliated third parties.

### **Disclosure of Personal Information**

In providing our services and carrying out our functions and activities listed above, we may disclose your personal information to:

- Related entities within the General Self Storage corporate structure;
- Our employees;
- Our business partners, stakeholders, service providers, or suppliers (such as operating software providers, removalists, registry service providers, or contractors who provide a website, IT, marketing, administration, and other services to support our activities and functions);
- Providers of industry databases and customer screening services – such as Storer Check;
- Our professional advisors – for example, our insurers, auditors, lawyers, and consultants;
- Our affiliated insurance brokers – if you have requested our assistance to obtain insurance for your storage contents;

- Any entity to whom we are required or authorised by law to disclose personal information – including law enforcement agencies (such as the Australian Customs and Border Protection Service, New Zealand Customs Service, Federal, State, Territory police, and New Zealand Police) and government and regulatory authorities;
- Credit reporting bodies – if you have defaulted on the payment of your rental or other fees;
- Any successors in title to our business (including new business partners or owners if we enter into a joint venture with or are sold to or merged with another entity); and
- With your consent (express or implied) – other entities.

The above entities may, in turn, disclose your personal information to other entities as described in their respective privacy policies or notices.

### **Social Media**

If you communicate with us through social media sites or third-party applications (for example, via applications on your smartphone), we may collect information associated with that communication (which may include your personal information). If this occurs, we assume that you have informed yourself of the ways such sites or applications can collect, use, and disclose your personal information to others (including General Self Storage) and we also assume that you have consented to associated collections, uses, and disclosures by General Self Storage and third parties as a result of the communication.

We may also compile lists of our followers (and what they have posted) on social media. In some cases, your social media identity could amount to personal information. We may also receive aggregated, non-personal statistics on social media coverage of General Self Storage.

### **Direct Marketing**

We may also use your personal information to provide you with information about our products and services. If you do not wish to receive this information, please contact us using our Feedback Form below.

After you have told us you no longer wish to receive marketing or promotional material from us, we will not send you further promotional material.

However, there may be times when the law requires us to provide certain information to you (for example, any health and safety information). We will continue to send this information to you.



If you do change your mind in the future about receiving marketing or promotional material from us, please contact us.

### **Dealing with Us Online**

This Privacy Policy also applies to your use of our websites and any personal information that is provided to us via our websites.

We believe it is important for you to know how we treat your personal information and how we carry out data processing practices through the use of the Internet and any other electronic communications networks.

When you visit our website, we and/or our contractors may collect certain information about your visit. Examples of such information may include:

### **Cookies**

Cookies are small amounts of information that we may store on your computer (after you register on our website) to enable our server to collect certain information from your web browser. Cookies in themselves do not identify the individual user, just the computer used. Cookies and other similar technology make it easier for you to log on to and use the website during future visits (for example, they may maintain a shopping basket for storage booking orders and packaging requests). Cookies will also allow us to monitor website traffic, to identify when you visit our website, to personalise the content of the website for you, and to enable transactions to be carried out and information about customer accounts to be accessed.

Cookies themselves only record which areas of the site have been visited by the computer in question, and for how long. Allowing us to create a cookie does not give us access to the rest of your computer, and we will not use cookies to track online activity once you leave the site. Cookies are read only by the server that placed them and are unable to execute any code or virus.

### **Site Visit Information**

We collect general information about your visit to our website. The information collected is not used to personally identify you, but instead may include your server address, the date and time of your visit, the pages you accessed, and the type of internet browser you use. This information is aggregated and used for the purposes of system administration, to prepare statistics on the use of our website, and to improve its content.



### **Online Payment Systems**

We use third-party payment process providers whose services meet stringent security requirements including Level 1 PCI DSS compliance, EMV certification, and ISO 9002 accreditation. When you enter your payment details online, you are using a secure site that uses 1024-bit tunneling encryption to protect your information during transmission. Transactions are protected by encryption technology and a combination of firewalls and intrusion detection systems.

We seek to keep current with available security and encryption technology to maintain the effectiveness of our security systems. However, no transmission over the internet can be guaranteed as totally secure and accordingly, we cannot warrant or ensure the security of any information you provide to us over the internet. Please note that you transmit information at your own risk.

Our website may contain links to other websites which are outside our control and are not covered by this Privacy Policy. If you access other websites using the links provided, the operators of these websites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

### **Security and Storage of Personal Information**

We will take reasonable steps to protect your personal information from loss, misuse, unauthorised access, modification, or disclosure. We may store personal information in different forms, including in hard copy and electronic form. We have implemented various policies, procedures, and systems to keep your personal information secure.

When your personal information is no longer required, we will take reasonable steps to destroy, delete, or de-identify the personal information in a secure manner. However, we may sometimes be required by law to retain certain information.

### **Overseas Disclosure of Personal Information**

We may engage service providers located overseas to perform certain functions and activities. One of our current software system service providers, SiteLink Software LLC, is located in the United States. In the course of providing services to you, we disclose your personal information to SiteLink Software LLC.

If overseas service providers are engaged and personal information is sent overseas, we will take reasonable steps to ensure that our service providers are carefully chosen and have policies, procedures, and systems in place to ensure your personal information is otherwise handled in accordance with the Privacy Act.

### **Access and Correction**

To effectively conduct business, it is important that the personal information we hold about you is complete, accurate, and current. At any time while we hold your personal information, we may ask you to tell us of changes to your personal information.

Alternatively, if you believe that any of the personal information we hold about you is inaccurate, out-of-date, incomplete, irrelevant, or misleading and needs to be corrected or updated, we encourage you to please contact us using the details provided below.

We will respond to a request to correct personal information within a reasonable time. You may also request access to the personal information we hold by contacting us using the details provided below.

We will respond to a request for access within a reasonable time, either by giving you access to the personal information requested or by notifying you of our refusal to give access. If we cannot respond within a reasonable time, we will contact you and provide a reason for the delay and an expected timeframe for finalising the request.

We will not charge an application fee for making a request to access the personal information we hold about you or for making any corrections to personal information. However, in certain circumstances, we may charge you a fee for providing you with access to your personal information, for example, if you make multiple requests for information, the information requested is voluminous or we incur third-party costs in providing you access to your personal information.

We may also request to verify your identity before responding to any request.

If we decide not to provide you with access to or correct your personal information, we will provide you with written reasons for our decision and detail the further complaint mechanisms available to you.



### **Lodging a Complaint**

If you have a complaint about how we handle your personal information, we encourage you to contact us using the contact details provided below. Please note that we require complaints to be made in writing, addressed to:

General Self Storage  
8 Ellis Way, Upper Coomera, QLD, 4209  
1300 100 345  
[hello@generalselfstorage.com.au](mailto:hello@generalselfstorage.com.au)

If you are still not satisfied with how the complaint is handled by us, then you may lodge a formal complaint with the Office of the Australian Information Commissioner at:

1300 363 992  
GPO Box 5288  
Sydney NSW 2001