ALLIANCE
PROPERTY & INFRASTRUCTURE SERVICES
Integrated Property, Infrastructure & Advisory Services

APIS PRIVACY STATEMENT

Responsible handling of personal information.

Victoria | New South Wales | Queensland | South Australia | ACT | Tasmania | Western Australia

Alliance Property & Infrastructure Services Pty Ltd (APIS)

Effective 8 July 2026

PRIVACY STATEMENT

Alliance Property & Infrastructure Services Pty Ltd (APIS)

Document type	Privacy Statement
Prepared for	Alliance Property & Infrastructure Services Pty Ltd (APIS)
Effective date	Effective 8 July 2026
Review date	At least annually, or earlier if APIS changes how it handles personal information
Contact	Privacy Officer | enquiry@apis.net.au | 1300 175 645 | www.apis.net.au

1. Purpose and Scope / 2. Our Commitment to Privacy

This Privacy Statement explains how Alliance Property & Infrastructure Services Pty Ltd (APIS, we, us or our) collects, holds, uses, discloses, protects and manages personal information in connection with our business operations, contractor engagement, client services, supplier relationships, website enquiries, marketing activities and the APIS Contractor Connect program.

We collect personal information only where it is reasonably necessary for our functions or activities, including providing property, infrastructure, facility, maintenance, contractor management, hygiene services, cleaning, operational support, project coordination and related business services.

This Privacy Statement applies to personal information about individuals, including client representatives, property owners and occupiers, contractors, subcontractors, employees or representatives of suppliers, job applicants, website users, referrers, and other people who interact with APIS.

APIS is committed to handling personal information in a lawful, fair, secure and transparent manner. Where the Privacy Act 1988 (Cth) and the Australian Privacy Principles apply to APIS, we will take reasonable steps to comply with those obligations. Even where a specific exemption may apply, APIS aims to manage personal information responsibly and in line with good business practice.

3. What Personal Information We Collect

The types of personal information APIS may collect depend on the nature of our relationship with you. This may include:

- Compliance and safety information, including public liability insurance, workers' compensation information, trade licences, safety documentation, induction records, police checks or Working with Children Checks where required for a lawful business purpose.

- Client and property-related information, including contact details for property managers, landlords, owners corporations, facility managers, tenants, occupiers, insurers, builders, project managers and other authorised representatives.

- Marketing and relationship information, including your communication preferences, campaign engagement, meeting notes, follow-up records and contractor recruitment status.

- Payment, billing and account administration information, where necessary to process invoices, payments, refunds, reconciliations, statements or debt recovery.

- Identity and contact details, including name, position title, business name, postal address, service address, email address, phone number and mobile number.

- Business and contractor information, including ABN, ACN, trade type, licences, accreditations, insurance details, service areas, capability statements, operational capacity, availability, after-hours capability, pricing information and work history.

- Job, service and project records, including quotes, approvals, purchase orders, invoices, variations, attendance records, site notes, completion evidence, photos, reports, maintenance records and communication history.

- Portal, website and digital information, including enquiry details, account login information, IP address, device information, browser type, website usage information, cookies and analytics data.

APIS will only collect sensitive information where it is reasonably necessary for our activities, where we have consent, or where collection is otherwise permitted or required by law. Sensitive information may include health and safety incident information, criminal history information, or other information required for compliance, security or client site access purposes.

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4. How We Collect Personal Information

APIS may collect personal information in several ways, including:

• Through the APIS Contractor Connect program, including contractor capability assessments, compliance verification, service mapping, portal setup and ongoing contractor performance management.

• Through job management systems, contractor portals, CRM systems, email, SMS, telephone calls, online forms, scheduling tools, document uploads, site attendance records, photos, reports and project management workflows.

• From third-party service providers, including technology providers, verification providers, payment providers, professional advisers and marketing service providers.

• Directly from you when you contact us, complete a form, provide business or compliance information, use our website, communicate with our staff, submit documentation, request information or participate in onboarding.

• From clients, property managers, landlords, owners corporations, insurers, builders, facility managers, tenants, occupiers, contractors, subcontractors, referees and other authorised representatives.

• From publicly available sources, including business websites, professional directories, licensing registers, social media profiles, trade association listings and other lawful business information sources.

5. Why We Collect, Use and Hold Personal Information

APIS may collect, use and hold personal information for the following purposes:

• To allocate, coordinate, manage, monitor and complete jobs, maintenance requests, projects, hygiene services, cleaning services, facility services and related works.

• To manage the APIS Contractor Connect program, including contractor recruitment, capability profiling, geographic service mapping, work allocation, compliance monitoring and ongoing relationship management.

• To provide clients with visibility over job status, contractor performance, approvals, costs, documentation and reporting.

• To assess, onboard, verify and manage contractors, subcontractors, suppliers and service providers.

• To communicate with clients, contractors, site contacts, property occupants, suppliers and other stakeholders about quotes, approvals, scheduling, access, safety, progress, completion, invoicing and service quality.

• To verify licences, insurance, qualifications, accreditations, safety documents and other compliance requirements.

• To process quotes, variations, approvals, purchase orders, invoices, payments, refunds and account administration.

5. Why We Collect, Use and Hold Personal Information

- To respond to enquiries, complaints, disputes, insurance matters, incidents, audits, legal requests and regulatory requirements.
- To conduct marketing, contractor recruitment, client relationship management and business development activities where permitted by law.
- To improve our services, systems, workflows, contractor network, client reporting, quality assurance and business operations.
- To protect the security, safety, integrity and lawful operation of APIS, our clients, our systems, our people and our contractor network.

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6. APIS Contractor Connect Privacy Notice

When a contractor applies to join, or is invited to participate in, the APIS Contractor Connect program, APIS may collect business and personal information to assess suitability, manage onboarding, verify compliance and determine potential allocation of work opportunities. This may include information about trade capability, service mix, service area, licences, insurance, staffing capacity, availability, response times, after-hours capability, safety systems, pricing expectations, client references and previous work experience.

APIS may disclose relevant contractor profile, capability and compliance information to APIS clients, prospective clients, property managers, facility managers, insurers, builders, owners corporations and other parties who may require services or need to confirm contractor suitability. APIS may also disclose information internally to APIS employees, officers, agents, affiliates, representatives and service providers for onboarding, verification, administration, system configuration, work allocation, reporting and relationship management.

If a contractor does not provide requested information, APIS may be unable to complete onboarding, verify compliance, activate portal access, allocate work, recommend the contractor to clients or maintain the contractor's position within the APIS contractor network.

7. Disclosure of Personal Information

APIS may disclose personal information where reasonably necessary for our business activities, including to:

• Contractors, subcontractors, suppliers, consultants, technicians, project managers and other service providers engaged to quote, attend, coordinate or complete works.

• Professional advisers, including lawyers, accountants, auditors, insurers, brokers, consultants and debt recovery providers.

• Related bodies corporate, affiliates, agents, representatives or business partners where disclosure supports APIS operations, contractor management or client service delivery.

• Clients, prospective clients, property managers, landlords, owners' corporations, facility managers, insurers, builders, construction companies, commercial property groups and authorised representatives.

• Technology, portal, CRM, hosting, cloud storage, analytics, email, SMS, document management, accounting, payment processing and cyber security providers.

• Government agencies, regulators, courts, tribunals, law enforcement bodies, emergency services and licensing bodies where required or authorised by law.

• Any other party with your consent, or where disclosure is otherwise permitted or required by law.

8. Direct Marketing and Contractor Recruitment / 9. Website, Cookies and Analytics

APIS may use personal information to contact contractors, suppliers, clients or prospective clients about APIS services, work opportunities, contractor network opportunities, onboarding requirements, industry updates, events or other business-related information that may be relevant to them.

Where APIS sends commercial electronic messages, APIS will take reasonable steps to comply with applicable spam and electronic marketing laws, including requirements relating to consent, sender identification, contact details and unsubscribe options. Recipients may opt out of marketing communications at any time by using the unsubscribe method provided in the message or by contacting APIS.

When you visit an APIS website or use an APIS digital service, we may collect information such as your IP address, browser type, device information, pages visited, enquiry details, form submissions and analytics information. APIS may use cookies and similar technologies to support website functionality, improve user experience, understand website traffic and support marketing or service improvement activities.

You can usually adjust your browser settings to refuse or remove cookies. Some website features may not function properly if cookies are disabled.

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10. Cross-Border Disclosure / 11. Security of Personal Information

APIS may use technology, cloud, hosting, CRM, email, document management, analytics, support or other service providers that store, process or access information in Australia or overseas. Where APIS discloses personal information overseas and the Australian Privacy Principles apply, APIS will take reasonable steps required by law to protect the information or ensure appropriate handling arrangements are in place.

APIS takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, unauthorised modification and unauthorised disclosure. Security measures may include access controls, password protections, system permissions, secure document storage, staff training, supplier controls, audit trails, backup procedures and incident response processes.

No method of electronic transmission or storage is completely secure. APIS encourages individuals and contractors to take reasonable care when sending personal information, confidential documents, identification records or compliance records electronically.

12. Retention and Destruction / 13. Access and Correction

APIS will retain personal information for as long as reasonably necessary for the purpose for which it was collected, including for contractor management, client service delivery, legal, accounting, insurance, audit, compliance, dispute resolution, business record keeping and regulatory purposes. When personal information is no longer required, APIS will take reasonable steps to destroy it or de-identify it, unless retention is required or authorised by law.

You may request access to personal information APIS holds about you, or ask APIS to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading. APIS will respond to access and correction requests within a reasonable period and in accordance with applicable legal requirements.

APIS may need to verify your identity before responding to a request. In some circumstances, APIS may refuse access or correction where permitted by law but will provide reasons where required.

14. Complaints / 15. Data Breaches / 16. Third-Party Websites and Platforms / 17. Changes to This Privacy Statement

If you have a concern or complaint about how APIS has handled your personal information, please contact the APIS Privacy Officer using the contact details on the following page. APIS will review the complaint and aim to respond within a reasonable period.

APIS will take reasonable steps to respond promptly to suspected or actual data breaches. Where the Notifiable Data Breaches scheme applies and APIS is required to notify affected individuals and the OAIC, APIS will do so in accordance with applicable legal requirements.

APIS may update this Privacy Statement from time to time to reflect changes in our business, systems, services, legal obligations or privacy practices. The updated version will apply from the date it is published or otherwise notified.

If you are not satisfied with APIS's response, you may be able to contact the Office of the Australian Information Commissioner (OAIC) for further information or to make a privacy complaint.

APIS websites, emails or digital services may contain links to third-party websites, platforms or services. APIS is not responsible for the privacy practices, content or security of third-party websites or platforms. Individuals should review the privacy policies of those third parties before providing personal information.

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18. Contact Details

Privacy contact	Privacy Officer
Business	Alliance Property & Infrastructure Services Pty Ltd (APIS)
Email	enquiry@apis.net.au
Phone / Website	1300 175 645 | www.apis.net.au

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