

Privacy Policy

How Offices Today collects, uses and stores personal information — consistent with the Privacy Act 1988 (Cth)

Last updated: 12 July 2026

1. Scope

This policy explains how DG Property Rentals Pty Ltd (ABN 42 636 730 446) trading as Offices Today Sunshine Coast (referred to in this policy as "Offices Today", "we", "us", "our") handles personal information, consistent with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

2. What We Collect

Depending on how you interact with us, we may collect:

- **Contact details:** name, email, phone number.
- **Business details:** business/trading name, ABN/ACN (for private office and dedicated desk applicants).
- **Identification:** driver's licence, passport or proof-of-age card details (document number, expiry, and image where provided), collected from every person who submits a Request — including for a single-day booking — for the security and approval purposes explained in section 3.
- **Approval and Verified Guest records:** whether a Request was approved or declined, the date it occurred, and your resulting Verified Guest status (see Terms of Use, clause 5), so future bookings don't require you to reapply.
- **Emergency contact details** for private office and dedicated desk tenants.
- **Vehicle details** (registration plate, make, model, colour) if you book basement parking.
- **Branding assets** (logo, business name, tagline) if you purchase digital signage.
- **Booking and payment details** necessary to process a transaction — we do not store full card numbers; these are handled by our payment provider.
- **CCTV footage** of common areas and building entry points, for security purposes.
- **Request/enquiry content:** whatever you tell us in a Request, enquiry or application form.

3. Why We Collect Identification Specifically

We personally review every first-time Request before granting building access, so that we know who is entering the building and can keep it safe and comfortable for our other tenants. We verify photo ID as part of that review, before issuing any access credential (smart lock code, app access or key).

- ID is sighted/recorded once, when your first Request is approved, and is not required again for future bookings unless your document expires or is renewed, or your Verified Guest status has lapsed.
- We do not use ID information for marketing, and it is not shared outside the purposes in this policy without your consent or a legal requirement to do so.

Retention: we retain ID information for the duration of your tenancy or Verified Guest status plus 2 years afterwards, then securely destroy it, unless a longer period is required by law or an unresolved dispute/investigation.

4. How We Use It

- To review and decide on Requests before approving access to the building.
- To arrange and administer licences, bookings and payments, including issuing receipts.
- To activate, manage and, where necessary, suspend building access, including Verified Guest status.

- To administer optional add-ons you select (parking, digital signage).
- To send service communications (Request outcomes, booking confirmations, access instructions, account/billing notices).
- To investigate incidents, complaints or breaches of the House Rules or Terms.
- To operate, secure and improve the site and the premises.

5. Third Parties

We use reputable service providers to run the site, process bookings and payments, and manage security, including: website hosting and storage, our online booking platform, our payment processor (which handles card data directly — we don't store it), and email delivery. These providers process data on our behalf under their own privacy and security obligations. Some providers may process data on servers located overseas.

We do not sell personal information. We may disclose information to police, emergency services, or our insurer where necessary to respond to an incident, or where required by law.

6. Storage and Security

We take reasonable steps to protect personal information — including ID, approval records and payment-related information — from misuse, loss and unauthorised access, including restricting access to staff who need it to do their job. No online service or physical storage system is completely secure.

7. Access and Correction

You can ask us for access to, or correction of, the personal information we hold about you — including your Verified Guest status — by contacting us using the details below. We'll respond within a reasonable time and may need to verify your identity first.

8. Contact & Complaints

Contact: hello@officestoday.com.au, or reach us through the enquiry form on this site. If you have a privacy concern we can't resolve, you may also contact the Office of the Australian Information Commissioner (oaic.gov.au).

9. Changes

We may update this policy from time to time; the current version is always published on this page.