

Privacy Policy

Last updated: 18/08/2026

Hone Built Pty Ltd (HONE) respects your privacy and is committed to handling personal information responsibly.

This Privacy Policy explains how we collect, use, hold and disclose personal information and how you can contact us about your information or raise a privacy concern.

Personal information we collect

The personal information HONE collects depends on your relationship with us and may include:

- your name and contact details
- residential, postal and project addresses
- information provided through enquiries, meetings and correspondence
- project, contractual and billing information
- information relating to suppliers, subcontractors and consultants
- photographs, plans and other project documentation
- feedback, complaints or grievance information.

We only collect information that is reasonably necessary for our business activities.

How we collect information

We generally collect personal information directly from you, including through:

- our website and enquiries
- email and telephone communications
- meetings and site meetings
- contracts and project documentation
- supplier, subcontractor and consultant engagement.

We may also receive information from architects, consultants, subcontractors, suppliers, authorities and other parties involved in delivering a project.

How we use personal information

HONE may use personal information to:

- respond to enquiries
- provide construction and related services
- manage projects and contracts
- communicate with clients and project stakeholders
- coordinate consultants, suppliers and subcontractors
- manage payments, accounts and business records
- meet safety, insurance and regulatory requirements
- respond to feedback, complaints or grievances
- improve our services and business operations
- meet our legal obligations.

We will not sell your personal information.

Sharing personal information

Where reasonably necessary for our activities, HONE may share personal information with organisations including:

- architects, engineers and consultants
- subcontractors and trades
- suppliers and manufacturers
- building surveyors, certifiers and other building professionals
- insurers and professional advisers
- councils, utilities, regulators and government authorities
- technology, website hosting, cloud storage and other service providers.

We may also disclose information where you have consented or where disclosure is required or authorised by law.

Some technology and cloud service providers used by HONE may store or process information outside Australia. Where applicable, HONE will take reasonable steps to ensure personal information is handled appropriately.

Privacy Policy

Protecting your information

HONE takes reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Information may be held electronically or in physical records, and access is limited to people who reasonably require it for HONE's business activities.

We retain information for as long as reasonably necessary for our business, contractual and legal requirements and securely dispose of information when it is no longer required.

Access and correction

You may request access to personal information HONE holds about you or ask us to correct information that you believe is inaccurate, incomplete or out of date.

Requests can be sent to: info@honebuilt.com.au

We may ask you to verify your identity before providing access to personal information.

Privacy complaints

If you have a question or complaint about how HONE has handled your personal information, please contact: info@honebuilt.com.au

Please provide enough information for us to understand your concern.

HONE will review the matter, seek further information where required and communicate the outcome to you.

If you are not satisfied with our response, you may also be able to make a complaint to the Office of the Australian Information Commissioner (OAIC).

Broader concerns relating to HONE's social, environmental, operational or stakeholder impacts can be raised through our Stakeholder Grievance Procedure, available on our [website](#).

Updates to this policy

HONE may update this Privacy Policy from time to time to reflect changes to our business practices or applicable requirements.

The current version will be available at honebuilt.com.au.