

## **Privacy Policy**

This document is our privacy policy and it tells you how we collect, use, disclose, retain and manage your personal information and how we comply with our obligations under the Privacy Act.

By using our services and by using and continuing to use our Website you consent to us collecting, maintaining, using and disclosing your personal information in the way described in this Privacy Policy.

### **What personal information do we collect and why?**

Information we may collect is your name, mailing and street address, email address, telephone numbers, birth date, occupation, employment details, family details, financial information, insurance details, sensitive information, references, copies of photo identification and any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise and information you provide to us through our office, surveys or visits by our representatives from time to time.

We collect personal information to enable us to provide our Services which include providing appraisals of properties, acting as a real estate agent for the buying and selling of properties, leasing properties, and management of properties, advertising properties, provide your contact details to contractors who provide us with services, statistical purposes and promoting our business and services.

We may not be able to provide the Service if we do not collect the personal information or if any of the personal information you provide is inaccurate or incomplete.

### **How do we collect personal information?**

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. Collection of personal information from you or third parties may be collected in ways including:-

- through your access and use of our website;
- electronic communication channels;
- email sent to us or other communication from third parties;
- by telephone or letter;
- social media;
- during conversations between you and our representatives;
- by contracting with us;
- completing surveys or providing feedback;
- by entering a competition or promotion or requesting information or material from us;
- from our own records;
- third party companies such as credit reporting agencies, law enforcement agencies and government entities;
- your own representatives (solicitors, accountants, financial advisors etc);
- your employer;
- publicly available sources of information or any other organizations where you have given your consent

If you supply personal information to us about another person, you represent, we will only accept on the basis that you are authorised to do so and that the relevant person has consented to the disclosure to us.

Each time you visit our website our server collect some anonymous information, including the type of browser and system you are using, the address of the website you have come from and move to after your visit, the date and time of your visit and your server's IP address. We may collect this information for statistical purposes to find out how our website is used and navigated, including the number of hits, the frequency and duration of visits and most popular session times. We may use this information to evaluate and improve the website's performance.

In some cases we may also collect your personal information through the use of cookies. A cookie is a piece of information that our web server may send to your machine when you visit our websites. The cookie is stored on your machine, but does not identify you or give us any information about your computer. A cookie helps to recognize you each time to visit the website and to co-ordinate your access to different pages on the website. With most internet browsers, you can erase cookies from your computer hard drive or you can set your browser so that your computer does not accept them.

Any links on our website may take you outside our network. We are not responsible for third party sites and accept no responsibility for the content, accuracy, security or function of third party sites.

### **Considerations for when you send any information to us**

While we do all we can to protect your privacy, including investing in specialist security software, no data transfer over the internet is 100% secure. Any personal information or other information which you transmit to us online is transmitted at your own risk.

If you provide personal information to us electronically, there are ways you can help maintain the security of the information. Some examples are:-

- do not provide personal information by using a public computer
- never disclose your user name and password to another person
- always close your browser when you have finished your user session

If at any time you believe your username or password has been comprised you should change your password and contact us immediately. This is your responsibility.

### **Disclosing your personal information**

The collection of data enables us to provide the best possible quality of customer service.

We may disclose your personal information to third party suppliers, service providers locate in certain circumstances including:-

- to provide services to you and to send communications requested by you;
- if you agree to the disclosure;
- when we use it for the purpose for which it was collected such as a leasing or sale process or in the provision of another Service;
- to employees, contractors, service providers who assist us in operating our business and providing our Services;
- to assess the performance of the website and to improve the operation of the website;
- to provide your updated personal information to contractors or service providers;
- where disclosure is required or permitted by law, rule, regulation lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country
- if disclosure will prevent or lessen a serious threat to one's life or health;
- to update our records and keep your contact details up to date
- to process and respond to any complaint made by you
- any organisation for any authorised purpose with your express consent

Your personal information will not be sold, rented or disclosed other than as described in this Privacy Policy.

### **Direct marketing and opting out**

We do not use sensitive information for marketing purposes. We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS and email, in accordance with applicable marketing laws. If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

If you no longer wish to receive any additional marketing material from us or do not want your information disclosed for direct marketing purposes, contact us and we will remove your details from our marketing database.

### **How your information is stored**

We take reasonable steps to securely store personal details and information. This includes electronic and physical security measures, use of password protection software and staff training.

We may retain personal information for as long as is necessary to comply with any applicable law, for the prevention of fraud, insurance and government purposes, information technology backup, for the collections of any monies owed and to resolve disputes. When the personal information that we collect is no longer required, we will remove the personal information as soon as possible.

### **How you can update and correct your personal information**

You may request access to any personal information we hold about you at any time by contacting us detailed below. This would be provided at no cost.

There may be circumstances we cannot grant you access to the personal information we hold under the Privacy Act or other law for the information to be withheld.

You should contact us immediately if you believe the personal information we hold about you is incorrect so the details may be amended, or someone has gained access to your personal information.

### **What is the process for complaining about a breach of privacy?**

If you believe that your privacy has been breached, please contact us as detailed below and provide written details of the incident so that we can investigate further. The complaint will be dealt with as per our Complaints Handling Procedure.

### **Contacting Us**

If you have any questions about this privacy policy, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use our Contact Us link on our website

Your requests and complaints will be strictly confidential. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in a timely and appropriate manner.

### **Changes to our privacy policy**

We may change our privacy policy from time to time. You should review our privacy policy each time you visit our website or provide us with personal information.