

PETERSWALD

Privacy Policy

Table of contents

1. Introduction	3
2. Personal Information We Collect	3
<i>Credit-Related Information</i>	3
<i>Sensitive Information</i>	3
3. How we collect your information	4
3A. <i>Anonymous Dealings</i>	4
4. How we use your information	4
5. Disclosure of your information	5
6. Disclosure overseas	5
7. Direct marketing	5
8. How we protect your information	5
9. Data Breaches	6
10. Cookies	6
11. Third Party Websites	6
12. Accessing and Updating Your Information	6
13. Complaints	6
14. Updates to This Policy	6
15. Contact Us	7

1. Introduction

MPW Property Pty Ltd ABN 89 112 274 227, trading as Peterswald, is a Hobart-based real estate agency providing residential and commercial property sales, property management and leasing services across Tasmania (our services).

At Peterswald, we understand that your personal information is important to you and we take our responsibility to protect it seriously. This Privacy Policy explains how we collect, use, store and disclose your personal information, and the steps we take to keep it safe. We operate in accordance with the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth).

By engaging with us — whether through our website, in person or via a third party — you consent to the collection, use and disclosure of your personal information as described in this Policy.

In this Policy:

- Act means the Privacy Act 1988 (Cth) as amended from time to time;
- personal information means any information or opinion about an identified individual, or an individual who is reasonably identifiable; and
- we, us and our refers to MPW Property Pty Ltd trading as Peterswald.

2. Personal Information We Collect

We collect only the personal information that is necessary to carry out our business and provide you with our services. Depending on how you interact with us, this may include:

- your name, residential address, email address and telephone number;
- identity documents such as your date of birth, driver licence or passport number, where required for a transaction or tenancy;
- employment and financial details, including proof of income, bank account information and payment history, where relevant to a property transaction or rental application;
- household information such as the number of occupants and their ages;
- records of your enquiries, correspondence and interactions with our team;
- your preferences, interests and transaction history relating to our services;
- technical information collected through our website, including IP address, browser type and pages visited; and
- any other information you choose to provide to us in the course of our dealings.

Credit-Related Information

Where relevant to a rental application or property management service, we may also collect credit-related personal information. This can include your credit history, repayment record, details of any court proceedings or insolvency actions, and information about finance you have applied for or currently hold.

Sensitive Information

Peterswald does not seek to collect sensitive information about you (including racial or ethnic origin, health details, sexual orientation, religious beliefs or political opinions) as part of our standard business activities. If you choose to share such information with us voluntarily, you consent to us handling it in accordance with this Policy and the APPs.

We may also collect non-identifying data, such as aggregated website usage statistics, which cannot be used to identify you personally.

3. How we collect your information

In most cases we collect personal information directly from you. This may occur when you:

- contact us by phone, email, online enquiry form or in person;
- attend an open home, property inspection or other Peterswald event;
- submit a rental application or enter into a sales or management agreement;
- visit our website or engage with us through social media;
- respond to a survey, promotion or competition we are running; or
- leave a review or comment on our website or social media platforms.

There are also occasions where we may receive your information from third parties, including:

- property portals such as realestate.com.au or domain.com.au through which you have submitted an enquiry;
- government or law enforcement agencies where required or permitted by law;
- your employer or nominated referees, in the context of a rental or employment application;
- your professional representatives such as accountants, solicitors or financial advisers;
- credit reporting bodies, where relevant to a rental application or finance referral; and
- finance, insurance or conveyancing partners to whom you have been referred, where you have provided your consent.

3A. Anonymous Dealings

Where it is lawful and practicable, you may choose not to identify yourself when dealing with Peterswald. However, given the nature of real estate transactions, property management and leasing, most of our services require us to know who you are. If you choose to remain anonymous, we may not be able to assist you fully.

4. How we use your information

Peterswald uses your personal information to deliver and improve our services, run our business effectively and meet our legal obligations. Specifically, we may use your information to:

- respond to your enquiries and provide the services you have requested;
- process rental applications, sales transactions and property management arrangements;
- identify and communicate relevant property listings, services or promotions that may interest you;
- conduct research, data analysis and website performance monitoring to improve our services;
- engage contractors, suppliers and service providers who assist us in delivering our services;
- maintain accurate business and transaction records;
- meet our obligations under applicable laws and regulations; and
- assess applications for employment or contractor roles with Peterswald where applicable.

5. Disclosure of your information

Peterswald will not disclose your personal information to third parties except as outlined in this Policy, with your consent, or as required or authorised by law. In the course of providing our services, we may share your information with:

- technology and software providers who support our business operations, including CRM systems, cloud storage, web hosting and payment processing;
- marketing, communications and advertising partners who assist us in promoting our services;
- professional advisers including accountants, solicitors and business consultants;
- other parties to a real estate transaction, such as vendors, purchasers, landlords and tenants, as necessary to complete that transaction;
- any party to whom our business or assets are transferred, in the event of a sale or restructure;
- third parties you have specifically authorised us to share your information with; and
- regulatory bodies, government agencies and law enforcement, where required or permitted by law.

Where we refer you to a third party service provider — such as a finance broker, conveyancer or insurer — your personal information will only be shared with that party to facilitate the referral, and only with your knowledge and consent where required.

6. Disclosure overseas

Peterswald uses a range of third-party software, storage and service providers to operate our business, some of whom may store or process data on servers located outside Australia. Where this occurs, we take reasonable steps to satisfy ourselves that those providers handle your personal information responsibly and in a manner consistent with the Act.

7. Direct marketing

From time to time, Peterswald and our selected partners may contact you with information about our services, property listings and other matters we believe may be relevant to you. This may be by email, SMS, phone or mail, and will be conducted in accordance with the Act and the Spam Act 2003 (Cth).

You may opt out of receiving marketing communications from us at any time by using the unsubscribe facility in any email or SMS we send, or by contacting us using the details provided in Section 15 of this Policy.

8. How we protect your information

Peterswald takes the security of your personal information seriously. We maintain a range of physical, digital and procedural safeguards to protect your information from loss, misuse, unauthorised access, modification or disclosure. These include:

- secure access controls to our digital systems and physical records;
- password protection and restricted staff access to databases containing personal information;
- contractual requirements on our staff, contractors and service providers to handle personal information responsibly; and
- regular review of our security practices and procedures.

Where personal information is no longer required for any purpose, we take reasonable steps to de-identify or securely destroy it. Whilst we implement these safeguards, no internet transmission can be guaranteed to be completely secure, and any information you submit to us online is done so at your own risk.

9. Data Breaches

Peterswald is subject to the Notifiable Data Breaches (NDB) scheme under the Act. If we become aware of a data breach that is likely to result in serious harm to any affected individual, we will:

- act promptly to contain the breach and assess its nature and severity, within 30 days of becoming aware of it;
- notify the Office of the Australian Information Commissioner (OAIC) where required under the Act; and
- notify affected individuals directly where the breach is likely to cause them serious harm.

If you believe that your personal information held by Peterswald may have been compromised, please contact us as soon as possible using the details in Section 15.

10. Cookies

Our website uses cookies — small data files stored on your device — to help us understand how visitors use our site, improve your browsing experience and measure the effectiveness of our online content. The information collected through cookies may include your IP address, the pages you visit and the time spent on our site.

You can adjust your browser settings to refuse cookies or to alert you when cookies are being set. Please note that disabling cookies may limit your ability to use certain features of our website.

11. Third Party Websites

Our website may include links to external websites operated by third parties. These links are provided for your convenience only. Peterswald is not responsible for the privacy practices or content of any third party websites, and we encourage you to review their privacy policies before providing any personal information.

12. Accessing and Updating Your Information

You have the right to request access to the personal information Peterswald holds about you, and to ask us to correct any information that is inaccurate, incomplete or out of date. To make such a request, please contact us using the details in Section 15. We may need to verify your identity before we can action your request, and will respond within 30 days of receiving it. If we are unable to respond within that period, we will notify you of the reason for any delay.

In certain circumstances permitted under the Act, we may decline your request. If we do so, we will provide you with a written explanation of our reasons.

13. Complaints

If you have a concern about the way Peterswald has handled your personal information, we encourage you to contact our Directors directly using the details in Section 15. We will acknowledge your complaint promptly and work to resolve it as quickly and fairly as possible.

14. Updates to This Policy

Peterswald reviews this Privacy Policy periodically and may update it from time to time to reflect changes in our practices or legal obligations. The current version of this Policy will always be available on our website at www.peterswald.com.au. We encourage you to check back regularly to stay informed.

15. Contact Us

For any questions, concerns or requests relating to this Privacy Policy or the handling of your personal information, please contact:

Attention: Harry Coomer, Director

Email: harry@peterswald.com.au

Attention: Nick Morgan, Director

Email: nick@peterswald.com.au

Company: MPW Property Pty Ltd trading as Peterswald

Post: 24/93 Salamanca Place, Battery Point TAS 7004

Telephone: 03 6224 7090

Website: www.peterswald.com.au