



ROBERTSON REAL ESTATE PRIVACY POLICY

The *Privacy Act 1988* (Cth)(the **Act**) allows for 'personal information', including 'sensitive information' (which are defined in the Act) about you to be collected, used and disclosed provided we have provided you with notice in certain circumstances also obtained your consent. In this Privacy Policy and, where appropriate, a reference to 'personal information' includes 'sensitive information'.

We may (from time to time) update, revise, amend or replace this Privacy Policy by posting any changes to it on our website or by giving you any other form of notification.

This Privacy Policy is available on our website, at our office and may also be made available to you at any property inspection or when we first communicate with you by email.

What personal information do we collect?

We may collect personal information including:

- Full name
- Contact details (phone number, email address, postal address)
- Date of birth
- Identification details (e.g. driver's license, passport)
- Financial information (bank details, income information for tenancy applications)
- Property ownership details
- Business information (if applicable)
- Information submitted via our website forms
- Any other information relevant to buying, selling, leasing or managing property

How we collect personal information

We collect personal information in a variety of ways, including;

- When you contact us by phone, email or in person
- When you submit an enquiry through our website
- When you complete a tenancy application
- When you engage us to sell, lease or manage a property
- Through open home registrations
- From publicly available sources (e.g. title searches)
- From third parties such as credit reporting agencies, referees, or other real estate professionals

Why we collect personal information

We collect and use your personal information to:

- Provide real estate sales and property management services
- Market properties to prospective buyers or tenants
- Process tenancy applications
- Conduct identity verification checks
- Manage rental payments and contracts
- Comply with legal obligations (including Anti-Money Laundering and Counter-Terrorism Financing requirements, where applicable)
- Communicate with you about our services
- Improve our website and services

If you do not provide requested information, we may not be able to provide certain services.

Disclosure of personal information

We may disclose your personal information to:

- Vendors, landlords, buyers and tenants (as relevant to a transaction)
- Tradespeople and contractors
- Conveyancers and solicitors
- Mortgage brokers and financial institutions
- Marketing providers
- IT service providers and cloud storage providers
- Government agencies where required by law
- Credit reporting bodies (for tenancy applications)

We take reasonable steps to ensure that third parties handle your information securely and in accordance with privacy laws.

Overseas disclosure

Some of our service providers (such as cloud storage or software platforms) may store data overseas. Where this occurs, we take reasonable steps to ensure your information is protected in accordance with Australian privacy law.

Website and Cookies

Our website may use cookies and analytics tools to:

- Improve website performance
- Analyse visitor behaviour
- Deliver relevant marketing

You can adjust your browser to refuse cookies; however, some website features may not function properly.

Storage and Security

We take reasonable steps to protect your personal information from misuse, interference, loss, authorised access, modification or disclosure.

This includes:

- Secure cloud-based property management software
- Password-protected systems
- Secure document storage
- Access restrictions for staff

We retain personal information only as long as required by law or for business purposes.

Accessing and correcting your information

You may request access to the personal information we hold about you or request corrections if it is inaccurate, out of date, incomplete, irrelevant or misleading.

To make request, please contact us using the details below. We may require proof of identity.

Complaints

If you believe we have breached the Privacy Act or the Australian Privacy Principles, you may contact us in writing.

We will respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at:

Website: www.oaic.gov.au

Phone: 1300 363 992

Contact us

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02 6791 2760
info@robertsonrealestate.com.au