

Privacy Policy: www.roseleofbloom.com.au.

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We are committed to protecting your privacy and comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. This policy explains how we collect, use, disclose, and safeguard your personal information when you interact with us through our website, services, or in the course of a real estate transaction.

We may collect personal information such as your name, contact details, date of birth, property and transaction information, financial details relevant to contracts or payments, and any information you provide when making an enquiry or using our website. We may also collect technical data such as IP addresses and browsing information through cookies and analytics tools. We only collect information that is reasonably necessary to provide our services, and usually collect it directly from you, though in some cases it may come from third parties such as conveyancers, financial institutions, or public records.

Your personal information is used primarily to deliver our real estate services, process contracts and payments, provide customer support, meet our legal obligations, and improve our website and operations. We may also use your information to send property updates or marketing communications if you have consented or where permitted by law. We do not use your personal information for unrelated purposes without your consent, unless required by law.

In the course of providing our services, we may disclose your information to trusted third parties such as service providers, IT and data storage providers, conveyancers, financial institutions, and regulatory authorities. Some providers may store data overseas, but we take reasonable steps to ensure they comply with Australian privacy laws.

We store personal information securely using physical, electronic, and administrative safeguards, and retain it only for as long as necessary to fulfil our business or legal requirements. For example, property transaction records are generally held for seven years to comply with industry regulations.

You have the right to access the personal information we hold about you, or to request corrections if it is inaccurate or incomplete. Requests can be made using the contact details on our website and we will respond within a reasonable timeframe, subject to any legal restrictions.

Our website may use cookies and analytics tools to enhance user experience and monitor site performance. You can adjust your browser settings to manage cookies. If you receive marketing emails from us, you may opt out at any time by following the unsubscribe instructions or by contacting us directly. We comply with the Spam Act 2003 (Cth) in all electronic communications.

If you have concerns about how your personal information is handled, please contact us and we will respond promptly. If you are not satisfied with our response, you may also lodge a complaint with the Office of the Australian Information Commissioner at www.oaic.gov.au.

We may update this Privacy Policy from time to time to reflect changes in law or our practices. The latest version will always be available on our website, with the effective date shown below.

Effective Date: 20 August 2025

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