

Privacy Collection Statement

(NSW Real Estate – Open Home Inspections)

Cleary Fairbrother Property

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Cleary Fairbrother Property is committed to protecting your privacy and handling personal information in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles (APPs), and NSW Fair Trading requirements for real estate agents.

If you have concerns about how your personal information is handled, please contact us directly so we can address the matter promptly.

Personal Information We Collect

When you attend an open home, enquire about a property, or engage with us, we may collect personal information including:

- Full name / Phone number / Email address
- Property requirements (such as buying, selling, leasing, price range and preferred location)
- Whether you are an owner, buyer, tenant or investor
- Notes relating to your enquiry or inspection
- Communication preferences

This information may be collected when you:

- Sign in at an open home (paper or digital)
 - Submit an online enquiry
 - Contact us via phone, email, SMS or social media
 - Interact with our marketing campaigns or property alerts
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Why We Collect Your Information

We collect personal information only where reasonably necessary for real estate business purposes, including to:

- Identify attendees at open homes for access, safety and security purposes
- Follow up regarding properties you have inspected or enquired about
- Provide information about similar or relevant properties
- Communicate with you about buying, selling or leasing opportunities
- Comply with NSW real estate legislation and regulatory obligations
- Improve our services and overall client experience

We do not collect unnecessary information or use your information for purposes unrelated to real estate services.

Storage, Use and Technology

Your personal information is stored securely using:

- Customer Relationship Management (CRM) systems
- Secure cloud-based databases
- Email and communication platforms used for client correspondence

We may use automated or AI-assisted systems within our CRM to assist with enquiry management, matching buyers with suitable properties, scheduling follow-ups, and sending property alerts or market updates. These tools are used to improve efficiency and accuracy and do not make decisions that adversely affect you.

Disclosure of Personal Information

Your information may be disclosed only where necessary, including to:

- Licensed sales agents and authorised support staff
- Third-party technology providers supporting our CRM, marketing or communication systems
- Legal, financial or compliance professionals where required by law

We do not sell your personal information. Some service providers may store data on secure servers located outside Australia. Where this occurs, we take reasonable steps to ensure your information is handled in accordance with Australian privacy laws.

Marketing Communications

You may receive property alerts, market updates or other relevant real estate communications from us. You may:

- Opt out at any time using the unsubscribe link
- Request your details be updated or removed
- Choose your preferred method of communication

Access and Correction

You have the right to:

- Request access to the personal information we hold about you
- Request corrections if information is inaccurate, incomplete or outdated

DISCLAIMER:

By signing in at this open home, you acknowledge that you have read and understood this Privacy Collection Statement.