



## **YOUR PRIVACY**

Our business is serious and sincere about your privacy and the information we collect and hold. Private sensitive information is never shared or used for any other purpose than permitted. We retain records for auditing purposes by regulated authorities only when and if required. We keep all conversations confidential and commercial in confidence.

If you have any concerns or would like to discuss the personal information that we hold, please contact:

Property One Realty PTY LTD  
ACN: 150 562 799  
TA: Property One Realty  
Address 9.55 Emmett Street, Callala Bay  
Phone: 02 44466800  
Email: [admin@propertyone.com.au](mailto:admin@propertyone.com.au)

### **Collection of your personal information**

We collect information with the purpose of doing business as real estate agents. We collect records to comply with the laws set out for a real estate agent and do so with written permission.

When we refer to personal information, we mean information from which your identity is reasonably apparent. This information may include information or an opinion about you. At all times we try to only collect the information we need for A particular function or activity we are carrying out. Each time you contact us, you may provide us with personal information about yourself or others that we need to use to provide you with our services.

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

The main way we collect personal information about you is when you give it to us, for example when you:

- complete forms, applications, or surveys.
- attend an open for inspection of a property listed with Property One Realty.
- When you access and use our website
- By telephone, email, letter or fax.
- contact us to ask for information.

We may also collect personal information from third parties that include.

- Tica national tenancy database.
- Third party companies such as credit reporting agencies, law enforcement agencies and government entities.

- your legal representatives (lawyers, accountants, and financial advisers).
- your employer
- publicly available sources of information or any other organisations where you have given your consent.

We will only use or disclose your personal information for the primary purpose of our business or purposes related to our business activities. The primary purpose of our business includes, but is not limited to:

- marketing and selling real estate goods or services.
- providing further information about our services.

You may provide personal information to us to receive information about products or services offered through this website, to purchase such products and services, to receive newsletters or become involved in promotions or other initiatives commenced by us.

This personal information may include details such as your name, age, gender, contact information, products, and services you are interested in or require more information about. If you request products and services from us, we may also request your preferences for receiving further marketing or promotional material. We require some of this information to provide services to you, as indicated by mandatory fields on some forms. For non-mandatory fields, the choice of how much information you provide to us is yours. We seek this information to process your request for information and provide that information to you, to improve the quality of our products and services and to assist you to determine which products and services best meet your needs.

### **How we use your personal information**

We use records in our business to comply with the laws and to service our customers and clients. We evaluate and validate information for the purpose of representing a client and our customers. For example, a Vendor and a Buyer & a Landlord and a Tenant

### **Opt-Out / Amend procedure.**

We respect the privacy laws protecting the privacy of individuals and others. We comply with the do not call register rules. If you would like to change your contact status email [admin@propertyone.com.au](mailto:admin@propertyone.com.au)

### **Access to your personal information**

Records held can be accessed by the entity that permitted the creation of that record to check record accuracy and what is held. We also comply with a directive from an authorised body such as NSW Fair Trading and any authorized officer to inspect.

### **Security**

Once received we keep records secure. Your personal information is only accessible by password access and is stored securely behind firewalls. However, as our website is linked to the internet we cannot provide any guarantee of the security of transmission of information you communicate to us online which can be intercepted while being transmitted over the internet. Any information you transmit online is at your own risk.

### **Changes to the statement**

This statement is not authoritative in itself, but a disclosure of the business intent to comply with the laws relating to the privacy act 1988. This privacy statement was last updated on the 19 March 2024.