

Ecology is committed to protecting individual's privacy and rights with respect to their Personal Information. This document sets out Ecology's privacy policy and how Ecology will comply with the Privacy Act when it collects, retains and manages your Personal Information (subject to exemptions that may apply to Ecology under the Privacy Act). Ecology requires your permission to collect, use and disclose your Personal Information and such consent is provided by you when you sign the Form 6 Appointment of Property Agent or request Ecology to provide the Services. If Ecology does not obtain your consent then Ecology may not be able to provide the Services to you.

## 1. Definitions

- (a) **"Contact Details"** means the following
  - i. Address: PO Box 2221, Toowoomba Qld 4350
  - ii. Phone: 0422 135 756
  - iii. Email: matthew.demaid@ecologyproperty.com
- (b) **"Ecology"** means OUR IKIGAI PTY LTD A.C.N. 627 682 240 trading as Ecology Property A.B.N. 23 627 682 240 and its related bodies corporate, associated entities, successors and permitted assigns.
- (c) **"Personal Information"** has the same meaning given to it in the Privacy Act including any information that can be used to identify you which may include, but is not limited to, names, phone numbers, email addresses and mailing addresses.
- (d) **"Privacy Act"** means the Privacy Act 1988 (Cth).
- (e) **"Sensitive Information"** has the same meaning under the Privacy Act.
- (f) **"Services"** means those services that Ecology provides in the general course of their business including appraisals of properties, acting as a real estate for the buying or selling of real estate property, leasing properties, advertising properties and any other services provided from time to time.
- (g) **"Website"** means www.ecologyproperty.com.

## 1. HOW ECOLOGY COLLECTS AND HOLDS PERSONAL INFORMATION

- 1.1 Ecology will collect Personal Information directly from you unless it is unreasonable and impracticable to do so.
- 1.2 If Ecology is unable to collect Personal Information from you in accordance with clause 1.1 then Ecology will collect Personal Information in the following ways:
  - (a) from your representatives such as your solicitor, accountant, financial advisors or financial institutions;
  - (b) through your use of the Website and by any other electronic means such as social media;
  - (c) by telephone, letter, facsimile or email transmission;
  - (d) when sent to us by email or other communications from third parties;
  - (e) from publicly available sources of information;
  - (f) when you are required to do so by law;
  - (g) when you enter into a competition or promotion or requesting material from Ecology;
  - (h) from our own records;
  - (i) your employer;
  - (j) third parties companies such as credit reporting agencies, law enforcement and government entities.
- 1.3 If you supply Personal Information to Ecology about another person that you represent that you are authorised to provide the Personal Information for that person and that person has provided consent to disclose their Personal Information to Ecology.
- 1.4 When you visit the Website, Ecology may send a 'cookie' (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and enables Ecology to keep track of your activity on our website for a period of time. Ecology also uses cookies to measure traffic patterns, to determine which areas of the Website have been visited and to measure transaction patterns in the aggregate. Ecology uses this to research our user's habits so that Ecology can improve its online products and services. Ecology's cookies do not collect Personal Information. If you do not wish to receive cookies then you can set your browser so your computer does not accept them.
- 1.5 As the internet is insecure Ecology cannot guarantee the security of transmission of information you communicate to us online. Ecology cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet, therefore, any Personal Information you transmit online is at your own risk.

## 2. THE PURPOSES FOR WHICH ECOLOGY COLLECTS, HOLDS, USES AND DISCLOSES PERSONAL INFORMATION

- 2.1 Ecology continuously strives to improve the quality of the Services it provides to its customers and in order to do so Ecology collects Personal Information from you.
- 2.2 Ecology collects, holds, uses and discloses your Personal Information for the following purposes:
  - (a) processing enquiries;

- (b) assisting you with the sale, purchase, advertising of properties and businesses;
  - (c) assisting you to lease a property, either as a tenant or owner, and to act as the property manager;
  - (d) for Ecology's internal business operations;
  - (e) complying with Ecology's legal obligations;
  - (f) advising you of additional services or information which may be of interest to you;
  - (g) providing your contact details to our partners and contractors who provide us with services;
  - (h) statistical, administrative, marketing, planning, product or service development, quality control, survey and research purposes of Ecology;
  - (i) insurance and governance purposes;
  - (j) promoting and advertising our business, products and services.
- 2.3 Ecology may send you direct marketing communications and information about our products and services that Ecology considers to be of interest to you. Communications may be sent in different forms including mail, SMS, email or fax in accordance with applicable laws. If you do not wish to receive this marketing material from Ecology then you may opt out by using the opt-out facilities provided for in the marketing communications.
  - 2.4 In order to provide the Services, Ecology may disclose your Personal Information to third parties as described below:
    - (a) If you are the seller or a tenant then to prospective buyers of the property owned or leased by you;
    - (b) If you are the buyer or a tenant then to the seller of the property you are purchasing or leasing;
    - (c) Your legal advisor, financial institution, financial advisors involved in the transaction;
    - (d) Utility providers and utility connection service providers;
    - (e) employees, related bodies corporate, contractors, web hosting providers, IT System administrators, debt collectors, and professional advisors of Ecology;
    - (f) suppliers and other third parties that Ecology has a commercial relationship with for business, marketing, and related purposes; and
    - (g) any other organisation for any authorised purpose with your express consent in writing or verbally.

## 3. ACCESS TO PERSONAL INFORMATION THAT IS HELD BY ECOLOGY

- 3.1 You may contact Ecology to access your Personal Information by contacting our privacy officer on the Contact Details.
- 3.2 Ecology may charge you a fee to access your Personal Information
- 3.3 If you make a request for access to your Personal Information Ecology will request that you verify your identity.
- 3.4 There may be some instances where Ecology is unable to grant you access to the Personal Information that Ecology holds due to the privacy of others or if it results in a breach of confidentiality. If this happens then we will provide you with written reason for any refusal.
- 3.5 If you believe that any Personal Information Ecology holds about you is incorrect, incomplete or inaccurate then you may provide Ecology with a written request to amend it. Upon receipt of the written request to amend your Personal Information we will consider same and if Ecology does not consider the Personal Information requires amendment then we will provide you with a written reason for why Ecology disagrees.

## 4. HOW YOU MAY MAKE A COMPLAINT ABOUT A BREACH OF PRIVACY

- 4.1 If you:
  - (a) believe that Ecology has breached your privacy; or
  - (b) have any questions or concerns regarding this privacy policy,then you may contact Ecology on the Contact Details and provide details of your complaint so Ecology may investigate it.
- 4.2 Ecology will treat your complaint confidentially and will arrange for a representative to contact you within a reasonable time after receipt of your complaint with how the complaint may be resolved.
- 4.3 It is Ecology's aim to resolve your complaint in a timely and appropriate manner.

## 5. DISCLOSURE OF PERSONAL INFORMATION OVERSEAS

- 5.1 Ecology may disclose Personal Information to recipients in Australia or outside of Australia. If Ecology is disclosing your Personal Information to recipients overseas then Ecology will take reasonable steps to protect the privacy of your Personal Information.
- 5.2 Entities that may receive Personal Information outside of Australia include our related bodies corporate located in foreign countries, our data hosting and other IT service providers, located in various foreign countries – our cloud service providers may store data in several countries and other third parties located in various foreign countries.

## 6. CHANGE TO PRIVACY POLICY

- 6.1 Ecology may update this privacy policy from time to time. Any updated versions of this privacy policy will be made available on our website.