

## Privacy Policies and Practices

PACIFIC REALTY is committed to the privacy of our customer's personal information and records. We are bound by the National Privacy Principles contained in the Privacy Amendment (Private Sector) Act 2000. Those Principles regulate how we collect, store, use and disclose personal information about you and other individuals. For your information we have documented PACIFIC REALTY's Privacy Policies and Practices below:

### Personal information held by PACIFIC REALTY

PACIFIC REALTY only collects personal information from you that is necessary for us to perform our functions. The personal information PACIFIC REALTY holds about you will depend on the services you request from PACIFIC REALTY and how you use those services. In general, your personal information may include:

- your name, address and contact details;
- your date of birth;
- account name and account number held by financial institutions from which payments for services provided by PACIFIC REALTY are made and information obtained as a result of credit checks which you authorise us to carry out;
- records of communications between you and PACIFIC REALTY relating to services provided by PACIFIC REALTY to you;
- invoices and statements.

### Use of your personal information

PACIFIC REALTY respects your privacy, so PACIFIC REALTY does not trade, rent or sell your personal information to any third parties. The purposes for which we collect, hold, use and disclose to third parties, personal information are:

- To carry out appointments as sales agents for clients selling their properties;
- To carry out appointments as property managers for rental property owners, which includes processing tenancy applications and managing tenancy relationships and the tenanted property;
- To promote and market our services and the products and services of third parties (we will only use your personal information for this purpose and will not disclose it to third parties);
- To provide information on and promote properties for sale and for rent to the market;
- To reply to enquiries and information requests made by individuals;
- For internal business processes such as market research and billing;
- To investigate complaints in relation to our services;
- To follow up any payments that you may owe us; and
- Where required by law.

We may also use your personal information to tell you about our other products and services, provided by PACIFIC REALTY in conjunction with either our related bodies corporate or our business partners or associates. If you do not wish us to contact you regarding other products and services please call us at (07) 5574 0500.

### How PACIFIC REALTY collects personal information

PACIFIC REALTY collects personal information directly from you when you supply it to us in connection with a request for services, through application forms, registration books at open inspections, appointments, forms, agreements, correspondence including emails, our web site and through verbal communications.

PACIFIC REALTY may also collect personal information from third parties (including from other agents, from operators of tenancy reference databases and other publicly available databases and from referees), in the course of verifying and evaluating tenancy applications and managing tenancy arrangements, and in carrying out agency services for a client, including through property searches.



**Contracting out services and disclosures**

PACIFIC REALTY may contract out some services to external contractors or service providers. PACIFIC REALTY may disclose personal information to these organisations. Any disclosure of personal information is limited to that required to provide you with the services that PACIFIC REALTY has contracted out. At all times, parties to which we contract services or disclose your personal information are either covered by contracts which protect your personal information or are required to comply with all relevant laws including the Privacy Amendment (Private Sector) Act 2000.

**Access to Personal Information**

Generally, you have the right to see or obtain a copy of personal information about you that we may hold. PACIFIC REALTY will handle requests for access to personal information in accordance with the National Privacy Principles. To request access to your personal information, please contact our office. Due to the need to verify your identity, we may not be able to provide you with the information you require over the telephone. If you wish to have a copy of any information, we will ask that you put your request in writing and either post or fax that request to us. Again, this is to ensure that we can verify your identity. In some cases, we may need time to consider and respond to your request for access. If we need time to consider your request, we will acknowledge your request within 14 days and respond within a maximum of 30 days. Depending on the information you wish to access, where it is stored and the time it will take us to respond to your request for access, we may charge you a fee for the administrative cost of providing the information to you. If for any reason we refuse to give you access to your information we will let you know why, in writing. The circumstances in which we may refuse to give you access to personal information we hold about you include where giving you access:

- would have an unreasonable impact on other people's privacy;
- would prejudice any negotiations we are having with you;
- would prejudice an investigation of unlawful activity;
- would prejudice activities carried out by, or for, a law enforcement body.

If you believe that we hold personal information about you that you consider to be inaccurate, incomplete or out of date you should tell us. In most cases, we will amend any inaccurate, incomplete or out of date information. In some cases it is necessary for us to keep a record of what we know or understand to be correct at a particular time. However, in those circumstances, if you request, we will take reasonable steps to associate with the relevant record of your personal information a statement to the effect that you claim the information is inaccurate, incomplete or out of date.

**Security of your information**

We take reasonable steps to ensure that your personal information is stored securely and is not subject to loss, misuse or unauthorized access or alteration. We will also take reasonable steps to destroy or permanently de-identify personal information if it is no longer required. Transmissions sent to or from our websites are routinely monitored for quality control and systems administration. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. While we strive to protect your personal information from misuse, loss and unauthorised access, we cannot guarantee the security of any information you transmit to us or receive from our website. These activities are conducted at your own risk. Once we receive your transmission, we make our best effort to ensure its security.

**Privacy Complaints**

If you have any requests, queries or complaint about our handling of your Privacy, please do not hesitate to contact us in writing (e-mail, fax or letter) or by phone to:

PACIFIC REALTY Pty Ltd  
P O Box 219 Southport BC,  
QLD 4215 Australia  
Phone: 07 5532 8900  
Fax: 07 5526 3525  
Email info@pacificrealty.com.au

<p>I acknowledge the receipt of this Privacy Policies and Practices from Pacific Realty Pty Ltd and have read and understood the information contained in this Policy.</p> <p>Date: .....</p> <p>Name: .....</p> <p>Signature: .....</p>
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