

QPL Rural

PRIVACY POLICY

Your privacy is important to us. This statement outlines our policy about how we manage personal information¹.

We are bound by the National Privacy Principles and our procedures regarding personal information are designed to ensure that your rights under the National Privacy Principles are protected.

Who are we?

We are an independent business owned and operated by Craig Pellow Pty Ltd.

Our activities include:

- residential property sales
- rural property sales
- commercial property / business sales
- residential / commercial property management
- appraisals of commercial/residential/ rural property.
- livestock sales

At QPL Rural we understand and respect the privacy of our clients and the public.

We try to handle personal information in a way that is fair, legal and ethical.

We collect and hold information that helps us find and serve property sellers, buyers, landlords and tenants.

We only gather information that is in the public domain or willingly disclosed to us.

For marketing purposes we may collect:

- Names
- Gender and age
- Contact details such as address, phone numbers, email addresses, web addresses
- Property details and prices

Further personal or sensitive information that you disclose to us such as financial arrangements, employment, housing preferences, health issues etc is treated with utmost confidentiality. If you are selling your house with us, we believe your reasons for selling should not be disclosed to anyone, especially potential buyers.

Prospective tenants or employees may be asked for credit checks, employment or other references which will be treated confidentially.

The ways we gather personal information include:

You make an enquiry about our services

You apply for a job with us

You visit our web site or register on one of our mailing lists

We doorknock or call you

You become a client or debtor of our agency

You directly disclose to us personal information for a specific purpose

We do not use personal information for purposes outside our core purpose of providing real estate services. We do not sell personal information. We will not provide personal information details to any third party or to any overseas country without your permission, although computerised data may be kept in cloud databases.

¹ *Personal Information* is information or an opinion (including information or an opinion on a database) whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can be reasonably ascertained from the information or opinion.

Openness

We will be open about how we handle personal information. We will do this by:

- Giving you more detailed explanation of our Privacy Policy when you ask for it.
- Giving you access to personal information that we hold about you when you ask for it.

You have the right to access personal information that we hold about you under the National Privacy Principles. Details of how to make a request for access are set out at the end of this Privacy Policy

Why do we collect personal information?

We collect personal information in the course of our real estate business for a variety of reasons including:

- to keep ourselves informed of the prevailing conditions of the property market in our area.
- to identify and market to potential vendors, purchasers, landlords and tenants in our area
- to draw up contracts for the sale or lease of property
- to assess the suitability of prospective tenants on behalf of landlords for whom we act
- to manage tenancies
- to provide appraisal services.

We also collect personal information about persons who:

- apply to us for employment; or
- are involved in the supply of goods and services to us.

Sensitive information is information or an opinion about an individual's health, racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or professional association, sexual preferences or criminal record.

We do not actively collect sensitive information. We may from time to time hold sensitive information about job applicants. We will not disclose this sensitive information to anyone else. We may also hold some sensitive information from time to time about prospective tenants. This material may be used to consider a tenancy application to the extent that it is not unlawful to do so

To whom do we disclose personal information?

We may need to disclose personal details to various people to carry out the services that we are engaged to provide. For example we may need to give details about a tenant to a contractor to arrange repair of a premises. We may also pass on personal information to a property insurer or a landlord's insurer to process a claim on behalf of the owner of a property.

We may disclose personal information from time to time to other agents, to introduce vendors to purchasers or landlords to tenants. We will seek your consent before passing on your personal information in this way.

We may also provide your details to service providers associated with QPL Rural including financial, insurance and depreciation services. We will ask you if we can do this before we pass your details on to the associated service provider.

Management and storage of personal information

We take active steps to protect the security of personal information.

We expect our staff to comply with certain standards of behaviour when dealing with personal information. We train all our staff about the need to protect your privacy and we will regard breaches of the National Privacy Principles as serious matters.

Some of our records are paper based. These records are kept on secure premises away from the general public. We also keep some information in an electronic form. Records kept electronically are within a secure computer system which contains features such as password access and the latest virus protection.

We may keep personal information for at least 7 years after the completion of a transaction for legal reasons. After that time we will de-identify or destroy the personal information.

How do we make sure that information is accurate, complete and up to date?

We try to ensure that any personal information that we hold is accurate complete and up to date. We do this by collecting information from you directly or from reliable sources including publicly accessible databases. If we become aware that the information is inaccurate, incomplete or out of date on our records we will correct that information or if necessary delete it from our records.

Contacting us about privacy issues

Please contact us if you would like to know what information we hold about you or your property. If it is inaccurate, please tell us so we can correct it. Also contact us if you are receiving marketing materials from us that you do not want to receive.

If you wish to:

- obtain more information about our Privacy policy;
- obtain access to personal information that we hold about you; or
- contact us because you believe that we have breached your privacy,

then you may contact our Principal Bev Pellow (0409 520043 - bev,pellow@qplrural.com.au)

In addition you can phone the Commonwealth Privacy Commissioner's hotline on 1300 363 992 if you are not satisfied with our response.