

PRIVACY POLICY AND COLLECTION NOTICE

This Privacy Policy outlines how and why, both Pace Property Agents Pty Limited and C Z J O Pty Limited and its related bodies corporate (**we, our, us**) collect and manage your personal information. We comply with the *Privacy Act 1988* (Cth) (the Act) and the National Privacy Principles contained in the Act.

In this Privacy Policy any reference to Personal Information includes Sensitive Information, In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address, profession or occupation and additional property addresses you may own. We collect your Personal Information in order to provide you with our services. You do not have to give us all the information we request. However, if you do not provide us with all or some of the personal information, we may not be able to provide you with the services requested.

We may (from time to time) update, revise, amend or replace this Privacy Policy by posting any changes to it on our website or by giving you any other form of notification.

By providing us with your information, you consent to us using and disclosing it for the purposes set out in this Privacy Policy.

1. How do we collect personal information from you?

We collect, hold, use and disclose your personal information so that we can perform our functions and activities.

(a) Property Management

- if you are a prospective or current landlord and you want us to manage your property, then we will collect personal information from you in order to identify you and the property;
- if you are a prospective or current tenant and/or you inspect any rental property, then we will collect personal information from you when you attend the property inspection;
- if you are a prospective or current tenant and you want to rent a property, then we will collect personal information from you, usually at the rental application stage from the rental application and supporting documentation that you supply. If you are the successful tenant then we may also collect personal information from you during the continuation of any tenancy or lease agreement with the landlord; and
- if you are a prospective tenant who has enquired about a property listed by us, then we will collect personal information from you, usually at the enquiry stage whether that be by telephone, email or online enquiry.

(b) Sales

- if you are a prospective or current vendor and you want us to act as your sales agent, then we will collect personal information from you in order to identify you and the property;
- if you are a prospective or current purchaser and you inspect any property, then we will collect personal information from you when you attend the inspection;
- if you are a prospective purchaser who has enquired about a property listed by us, then we will collect personal information from you, usually at the enquiry stage whether that be by telephone, email or online enquiry; and
- subject to the other provisions of this Privacy Policy, we may also collect personal information from you when you make any other enquiry with us about the property.

(c) General

- processing enquiries;
- facilitating in the sale, purchase and advertising of properties;
- facilitating the leasing of properties (including advertising the properties) and acting as a property manager;
- for our internal business operations;
- complying with our legal obligations;
- advising clients of additional services or information which may be of interest to you;
- providing your contact details to our partners and contractors who provide us with services;
- maintaining and updating our business infrastructure and systems;
- statistical purposes;
- promoting and advertising our business, products and services;
- insurance and governance purposes;
- through your access and use of our website;
- by telephone, letter, fax or email;
- during conversations between you and our representatives;
- by contracting with us;

2. How do we collect personal information from other sources?

We can collect personal information about you from other sources in any manner permitted by the Act. We will only collect personal information from other sources where it is reasonably necessary for us to do so in relation to, or in connection with, any services we are supplying in connection with our real estate business. Examples of such sources of personal information include:

- from your agents, other owners, insurers and underwriters, contractors, legal, financial and other advisors in relation to or in connection with any tenancy, lease or contract for sale of the property;
- from public registers including those managed by the NSW Land & Property Information;
- from publicly available information;
- from property valuers or related service providers; and
- from our other service providers including any third party that has been authorised to supply us with personal information.
 - Third party companies may include, without limitation, credit reporting agencies, law enforcement agencies and government entities.

3. How is your personal information used?

We may collect, use and disclose your personal information for the following purposes including:

(a) Property Management

- to identify and/or verify the identity of any prospective or actual landlord or tenant for any property we manage or propose to manage;
- to process and assess any application received in relation to a tenancy or lease of any property;
- to advertise, market and promote any tenancy or lease of any property;
- to negotiate and prepare any tenancy agreement, lease or any other document for any property;
- to liaise and exchange information with the landlord or the tenant as well as their agents, contractors, legal, financial and other advisors in relation to or in connection with any tenancy or lease of the property;
- to manage any tenancy or lease agreement including the collection of rent and other amounts on behalf of the landlord and the preparation of required statements of account;
- to ensure the safety and security of landlords and existing occupiers and of each of their property in connection with the inspection of any property by prospective tenants;
- to provide your insurer with information relating to or connected with any property;
- to comply with any applicable law in connection with the tenancy agreement or lease;
- to confirm whether the landlord or tenant is registered for GST purposes;
- to tell you about any other rental property that we are managing or any other service that we provide, unless you tell us not to (this is referred to as direct marketing);

(b) Generally

- to allow us to run our business efficiently and to perform administrative and operational tasks;
- to comply with any dispute resolution or other legal process;
- to act on behalf of clients in accordance with any agency agreement and to comply with our obligations under that agreement;
- in order to update our records and your contact details;
- if we enter into or propose to enter into any agreement or arrangement with any party for the purpose of, or in connection with, the acquisition of our business (including any part of our business that includes personal information), then we may provide that party (including its legal, financial and other professional advisers) with personal information in relation to or in connection with those arrangements;
- in some cases, the organisations and third parties that we may disclose your information to may be based outside Australia. For example, we may share your information with our third parties in the Philippines; and
- any other purpose to which you have consented.

You can tell us at any time if you no longer wish to receive direct marketing information or offers from us. We will process your request as soon as reasonably practicable after receipt of the request.

4. How do we share your personal information?

We may disclose your personal information as part of our service, as follows:

We may store information about you in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries through an internet connection it is not always practical to know in which country personal information about you may be held.

We may disclose your personal information to our related bodies corporate and third party suppliers and service providers located overseas for some of the purposes listed in this document. In the event that a disclosure is made in an overseas country, the information will not be protected by the Australian Privacy Principles. In any event, by providing your details pursuant to this document, you consent to your information being disclosed in this manner.

5. Cookies

When you access our website, we 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. It also enables us to keep track of your activity on our website for a period of time and our server collects both personal and non-personal information as a result. This information may be gathered from both mobile and static device. This information may include, without limitation, the type of browser you use, your operating system, your internet service provider, your Internet Protocol (IP) address, your mobile service carrier and the online address of a previously visited site. We may use Cookies and log files to monitor and improve our online presence.

We also use Cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this to research our users' habits so that we can improve our online products and services.

If you want to prevent cookies being used, you can change your browser settings to disable cookies. T

6. What happens if you do not provide personal information?

If you do not provide your personal information to us, it may not be possible to provide you with the service that you have requested or applied for.

7. Anonymity and pseudonymity

While you are able to elect to deal with us anonymously, we will not always be able to deal with people who do not wish to identify themselves.. This will be particularly the case when we are proposing to, or we do, act for a vendor or a landlord in relation to either the sale or rental/lease of any property. This will also apply where we are also dealing with actual or prospective tenants for any rental property that we manage.

However, where possible, we can provide information of a general nature such as, for example, we can respond to general telephone and related enquiries about a rental/lease or sale property to unidentified individuals. Of course, if an individual makes an enquiry by email or other electronic or written methods then there is every possibility that the mode of communication may identify you.

8. Information security

We hold your personal information electronically, on our own servers. We take reasonable steps to protect all information which we hold (including any personal or sensitive information) from misuse, loss, unauthorised access, modification or disclosure, including using electronic and physical access restrictions to files containing personal information.

9. Marketing and opt-out

We may also use the information, including personal information (excluding sensitive information), provided by you for marketing and research purposes, to analyse and improve products, services and benefits and to inform you of products, services and benefits provided by us, our related entities, suppliers or sponsors which we consider may be of value or interest to you, unless you tell us, or have previously told us not to. We will not use your sensitive information for these purposes without your consent.

10. Accessing your Personal Information

If you would like to access your personal information, or ask us to update, correct, or delete it, you can do so by contacting our Privacy Officer in writing and verifying your identity. We will respond to your request within 30 days.

WE may refuse access to your personal information in exceptional circumstance.

We may charge a reasonable fee where access to personal information is provided.

You also have the right to request the correction of any personal information which relates to you that is inaccurate, incomplete, irrelevant, misleading or out-of-date.

11. Privacy Complaints and Further Information.

If you require any further information about our management of personal information or have any queries or complaints, you should contact:

The Privacy Officer



Mark Saleh
Principal & Sales Agent
0498 180 060
02 8668 5754
mark.saleh@pacepa.com.au
1/149 Waterloo Road
Greenacre NSW 2190
pacepa.com.au



Our Privacy Officer will investigate your complaint and will endeavor to provide a response to you within 30 days of receipt of your complaint.

If we are unable to satisfactorily resolve your concerns you can contact the Office of the Australian Information Commissioner on their website.