

## **Privacy Policy**

Aus Property Professionals (ABN 62 651 627 235) ("we", "us" or the "Company") is committed to privacy protection. At <https://www.auspropertyprofessionals.com.au/> ("this site"), we understand the importance of keeping personal information private and secure. This privacy policy ("Privacy Policy") describes generally how we manage personal information and safeguard privacy. If you would like more information, please contact us.

## **The Australian Privacy Principles**

We will treat all personal information in accordance with any and all obligations that are binding upon us under the Privacy Act 1988 (Cth) ("Privacy Act"). The Privacy Act lays down 13 key principles in relation to the collection and treatment of personal information, which are called the "Australian Privacy Principles".

## **How we may collect your personal information**

At this site, we only collect personal information that is necessary for us to conduct our business as a full-service buyers agency and will not generally be used for any purpose other than that which it was collected.

## **Information that you provide to us**

We may collect personal information that you provide to us about yourself when you use this site, including (without limitation) when you:

- Purchase any services or products through this site;
- Complete an online contact form to contact us;
- Provide information to us by telephone or through marketing; or
- Send us an email or other communication.

We only collect sensitive information in circumstances where you consent to the collection of this information, or it is reasonably necessary for, or directly related to the purpose outlined above.

We will collect personal information from you by lawful and fair means and not in an unreasonably intrusive way.

## **IP addresses**

This site may also collect Internet Protocol (IP) addresses. IP addresses are assigned to computers on the internet to uniquely identify them within the global network. The Company collects and manages IP addresses as part of the service of providing internet session management and for security purposes. The Company may also collect and use web log, computer, and connection information for security purposes and to help prevent and detect any misuse of, or fraudulent activities involving this site.

## **Cookies**

This site uses "cookies" to help personalise your online experience. A cookie is a text file or a packet of information that is placed on your hard disk by a web page server to identify and interact more effectively with your computer. There are two types of cookies that may be used at this site: a persistent cookie and a session cookie. A

persistent cookie is entered by your web browser into the "Cookies" folder on your computer and remains in that folder after you close your browser and may be used by your browser on subsequent visits to this site. A session cookie is held temporarily in your computer's memory and disappears after you close your browser or shut down your computer. Cookies cannot be used to run programs. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you. In some cases, cookies may collect and store personal information about you. The Company extends the same privacy protection to your personal information, whether gathered via cookies or from other sources.

You can configure your internet browser to accept all cookies, reject all cookies or notify you when a cookie is sent. Please refer to your internet browser's instructions to learn more about these functions. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of this site.

### **Why we use cookies**

This site uses cookies in order to:

- Remember your preferences for using this site;
- Remember details of data that you choose to submit to us (eg, through online contact forms etc).

Many of these cookies are removed or cleared when you log out but some may remain so that your preferences are remembered for future sessions.

### **Third-party cookies**

In some cases, third parties may place cookies through this site. For example:

- Google Analytics, one of the most widespread and trusted website analytics solutions, may use cookies de-identified data about how long users spend on this site and the pages that they visit;
- Third-party social media applications (eg, Facebook, Twitter, LinkedIn, Pinterest, YouTube, Instagram, etc) may use cookies in order to facilitate various social media buttons and/or plugins in this site.

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

Your personal information may be used in order to:

- Verify your identity;
- Assist you to place orders through this site;
- Process any purchases of services that you may make through this site, including charging, billing and collecting debts;
- Respond to any queries or feedback that you may have;
- Prevent and detect any misuse of, or fraudulent activities involving this site;
- Conduct research and development in respect of our services;
- Gain an understanding of your information and communication needs or obtain your feedback or views about our services in order for us to improve them; and/or

- Maintain and develop our business systems and infrastructure, including testing and upgrading of these systems, and for any other purpose reasonably considered necessary or desirable by the Company in relation to the operation of our business.
- We use virtual assistants to provide services, and they are bound by confidentiality agreements that require them to protect your information. We also use secure file-sharing platforms to manage and store digital assets and confidential information.
- If you have opted in, we may use your information to send you information and relevant documents which sometimes may include marketing and advertising materials. We do not send spam messages or share your details with third party marketing agencies. You can opt out of receiving marketing communications at any time by following the unsubscribe instructions in our emails.
- We may use anonymised data to generate analytics about how customers interact with our website and to improve our services.
- We may share information as required by law or to protect the rights, property, and safety of others.

From time to time we may email our clients with news, information, and offers relating to our own services or those of selected partners. Your personal information may also be collected so that the Company can promote and market products and services to you. This is to keep you informed of products, services, and special offers we believe you will find valuable and may continue after you cease acquiring products and services from us. If you would prefer not to receive promotional or other material from us, please let us know and we will respect your request. You can unsubscribe from such communications at any time if you choose.

### **Use of Artificial Intelligence**

We may use artificial intelligence (AI) technologies to assist in providing our services, improving our products, and analysing information. This may include automated analysis of data you provide to us.

When AI processes personal information, we ensure that it is handled in accordance with the **Australian Privacy Principles (APPs)** under the Privacy Act 1988. This means we take reasonable steps to:

- Collect only the personal information necessary for our purposes.
- Use personal information only for the purposes for which it was collected, unless otherwise permitted by law.
- Protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure.
- Allow you to access and correct your personal information where applicable.

We do not use AI to make automated decisions that have a legal or significant effect on you without appropriate safeguards. Where AI systems are used, we take steps to ensure decisions are fair, transparent, and explainable.

### **When we may disclose your personal information**

In order to deliver the services you require or for the purposes set out above, the Company may disclose your personal information to organisations outside the Company. Your personal information disclosed to these organisations only in relation to this site, and the Company takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information. These organisations may carry out or provide:

- Client inquiries;
- Mailing systems;
- Billing and debt-recovery functions;
- Information technology services;
- Marketing, telemarketing, and sales services;
- Market research; and
- Website usage analysis.

In addition, we may disclose your personal information to:

- Your authorised representatives or legal advisers (when requested by you to do so);
- Credit providers (for credit-related purposes such as financing);
- Our professional advisers, including our accountants, auditors, and lawyers;
- Government and regulatory authorities and other organisations, as required or authorised by law;
- Organisations who manage our business strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our business risk and funding functions; and
- The police or other appropriate persons where your communication suggests possible illegal activity or harm to others.

### **Notifiable Data Breaches**

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

In the event of a data breach, we will assess the incident to determine whether it constitutes an *eligible data breach* under the **Notifiable Data Breaches (NDB) scheme** of the *Privacy Act 1988 (Cth)*.

If an eligible data breach occurs — that is, a breach that is likely to result in serious harm to individuals whose personal information is affected — we will, **as soon as practicable**:

- notify the affected individuals, and
- notify the **Office of the Australian Information Commissioner (OAIC)**,

in accordance with our legal obligations.

Our notification will include details of the breach, the kinds of information involved, and the steps individuals can take to reduce the risk of harm. We will also take reasonable steps to contain and remediate the breach and prevent future incidents.

### **Contacting us about privacy**

You have the right to access your personal information and request that it be corrected or deleted.

If you would like more information about the way we manage personal information that we hold about you, or are concerned that we may have breached your privacy, please contact us by any of the following means during business hours Monday to Friday:

Privacy Policy  
Aus Property Professionals  
2/29 Kiora Road  
Miranda NSW 2228  
Tel: 1800 146 837  
Email: [admin@auspropertyprofessionals.com.au](mailto:admin@auspropertyprofessionals.com.au)

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

In most cases, you may have access to personal information that we hold about you. We will handle requests for access to your personal information in accordance with the Australian Privacy Principles. All requests for access to your personal information must be directed to the Privacy Officer by email or by writing to us at our postal address. We will deal with all requests for access to personal information as quickly as possible. Requests for a large amount of information, or information that is not currently in use, may require further time before a response can be given. We may charge you a fee for access if a cost is incurred by us in order to retrieve your information, but in no case will we charge you a fee for your application for access.

In some cases, we may refuse to give you access to personal information that we hold about you. This may include circumstances where giving you access would:

- be unlawful (e.g. where a record that contains personal information about you is subject to a claim for legal professional privilege by one of our contractual counterparties);
- have an unreasonable impact on another person's privacy; or
- prejudice an investigation of unlawful activity.

We may also refuse access where the personal information relates to existing or anticipated legal proceedings, and the information would not be accessible by the process of discovery in those proceedings. If we refuse to give you access, we will provide you with reasons for our refusal.

### **Correcting your personal information**

We will amend any personal information about you that is held by us and that is

inaccurate, incomplete, or out of date if you request us to do so. If we disagree with your view about the accuracy, completeness, or currency of a record of your personal information that is held by us, and you ask us to associate with that record a statement that you have a contrary view, we will take reasonable steps to do so.

### **Storage and security of your personal information**

We are committed to maintaining the confidentiality of the information that you provide us, and we will take all reasonable precautions to protect your personal information from unauthorised use or alteration. In our business, personal information may be stored both electronically (on our computer systems and with our website hosting provider) and in hard-copy form. Firewalls, anti-virus software, and email filters, as well as passwords, protect all of our electronic information. Likewise, we take all reasonable measures to ensure the security of hard-copy information.

### **Third party websites**

You may click-through to third-party websites from this site, in which case we recommend that you refer to the privacy statement of the websites you visit. This Privacy Policy applies to this site only and the Company assumes no responsibility for the content of any third-party websites.

### **Re-marketing**

We may use remarketing services to advertise on third-party websites to previous visitors to this site based upon their activity on this site. This allows us to tailor our marketing to better suit your needs and to only display advertisements that are relevant to you. Such advertising may be displayed on a Google search results page or a website in the Google Display Network or inside Facebook. Google and Facebook may use cookies and/or pixel tags to achieve this. Any data so collected by Google and/or Facebook will be used in accordance with their own respective privacy policies. None of your personal Google and/or Facebook information is reported to us.

You can set preferences for how Google advertises to you using the Google Ads Settings page (<https://www.google.com/settings/ads>). Facebook has enabled an AdChoices link that enables you to opt-out of targeted advertising.

### **Changes to this Privacy Policy**

From time to time, it may be necessary for us to revise this Privacy Policy. Any changes will be in accordance with any applicable requirements under the Privacy Act and the Australian Privacy Principles. We may notify you about changes to this Privacy Policy by posting an updated version on this site.

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If you require any further information about the Privacy Act and the Australian Privacy Principles, you can visit the Australian Information Commissioner's website (see <https://www.oaic.gov.au/>).