

Privacy Policy

Aus Property Professionals Pty Ltd (ABN 62 651 627 235)

1. Overview

Aus Property Professionals Pty Ltd (ABN 62 651 627 235) (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information in accordance with the *Privacy Act 1988 (Cth)*, including the Australian Privacy Principles (APPs), and our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act)*.

This Privacy Policy explains how we collect, use, disclose, store, and manage your personal information when you interact with our website, services, communications, and related platforms.

2. The Australian Privacy Principles

We comply with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). These principles govern the collection, use, storage, and disclosure of personal information, as well as your rights to access and correct your information.

3. What Information We Collect

We may collect personal information including:

- Name, date of birth, and contact details
- Residential and postal address
- Identification documents (e.g. passport, driver’s licence)
- Employment, financial, or property-related information
- Company, trust, and beneficial ownership information
- Communication records (emails, calls, forms)
- Website usage data (including IP address and cookies)

We only collect sensitive information where required by law, where necessary for our services, or with your consent.

4. How We Collect Your Information

We may collect personal information:

- Directly from you (forms, email, phone, in person)
- Through our website and digital platforms
- Through third-party service providers
- Through identity verification and compliance providers
- From publicly available sources or government registers where permitted

We collect information by lawful and fair means and not in an unreasonably intrusive way.

5. Identity Verification (AML/CTF Compliance)

We are required under the AML/CTF Act to verify your identity before providing certain services. This may involve collecting and verifying identification documents and personal information using secure

electronic identity verification systems and third-party providers. We may also be required to conduct ongoing customer due diligence and risk assessments.

To facilitate identity verification and enable compliance checks required by vendors and their authorised agents, we may be required to share your contact details with a vendor's appointed verification agent. We will only disclose the minimum information necessary for this purpose, being your email address and/or telephone number. This information is shared solely for the purpose of completing verification processes and fulfilling applicable legal, regulatory, and compliance obligations.

Failure to provide the requested information may prevent us from providing services.

6. How We Use Your Information

We may use your personal information to:

- Provide and manage our services
- Verify your identity and comply with AML/CTF obligations
- Facilitate identity verification processes conducted by vendors and their authorised agents
- Process transactions and client instructions
- Communicate with you
- Improve our services and operations
- Conduct research, analytics, and business development
- Maintain internal systems and security
- Respond to enquiries and feedback
- Comply with legal and regulatory obligations

We may also use de-identified or aggregated data for analytics and service improvement.

7. Use of Artificial Intelligence and Technology

We may use secure technology systems, including artificial intelligence (AI)-assisted tools, to support business operations such as administration, document preparation, communication, and data analysis.

Where AI or automated tools are used:

- They assist human decision-making and do not independently determine outcomes that materially affect you
- We take reasonable steps to ensure your personal information is handled securely and in accordance with the APPs
- We apply appropriate oversight and controls to ensure fairness, accuracy, and data protection

8. Cookies, Analytics, and Tracking Technologies

Our website uses cookies and similar technologies to enhance user experience and analyse website performance.

Cookies may be:

- Session cookies (deleted when you close your browser)
- Persistent cookies (stored for future visits)

We may use:

- Google Analytics and similar analytics tools
- Marketing and remarketing tools (including third-party advertising platforms)
- Social media plugins (e.g. LinkedIn, Facebook, Instagram)

These technologies may collect usage data such as IP address, browsing behaviour, and device information.

You can control cookie settings through your browser, although some website functions may be affected.

9. IP Addresses and Website Security

We may collect and use IP addresses, device identifiers, and system logs to:

- Maintain website security
- Detect and prevent fraud or misuse
- Monitor system performance
- Improve user experience

This information is used for security and administrative purposes.

10. Marketing Communications

We may send you information about our services, updates, or relevant offers.

You may opt out of marketing communications at any time by following unsubscribe instructions or contacting us directly.

We do not sell personal information to third-party marketing agencies.

11. Disclosure of Personal Information

We may disclose your personal information to:

- Government and regulatory authorities (including AUSTRAC)
- Law enforcement agencies
- Identity verification and compliance service providers
- IT and system service providers
- Professional advisers (legal, accounting, consulting)
- Business service providers (administration, analytics, mailing, CRM systems)
- Entities involved in a business restructure or sale

We only disclose information where necessary for our operations, legal obligations, or service delivery.

We may be legally restricted from disclosing certain matters, including where a suspicious matter report has been made under AML/CTF laws.

12. Overseas Disclosure

Some personal information may be accessed or processed by an overseas-based virtual assistant who supports administrative and operational functions.

We take reasonable steps to ensure overseas recipients:

- Are subject to confidentiality obligations
- Handle personal information in accordance with Australian privacy standards

By using our services, you acknowledge that your information may be handled overseas for these purposes.

13. Data Storage and Security

Our Security Measures

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

This includes:

- Access controls and authentication procedures
- Secure systems and encryption where appropriate
- Staff confidentiality obligations
- Regular security monitoring and system safeguards

Third-Party Systems

We use third-party providers to support our operations, including identity verification, cloud storage, CRM systems, analytics, and communications platforms.

These providers are required to implement appropriate security measures. While we take reasonable steps to engage reputable providers, we do not control their systems or security practices.

14. Data Retention

We retain personal information only for as long as necessary for business or legal purposes.

Under AML/CTF obligations, certain records must be retained for a minimum of 7 years.

After this period, information is securely destroyed or de-identified unless otherwise required by law.

15. Access and Correction

You may request access to personal information we hold about you and request corrections if it is inaccurate, incomplete, or out of date.

We will respond in accordance with the Australian Privacy Principles.

16. Complaints

If you believe we have breached the Australian Privacy Principles, you may contact us and we will investigate your complaint.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

17. Notifiable Data Breaches

We take reasonable steps to protect personal information from data breaches.

If an eligible data breach occurs that is likely to result in serious harm, we will:

- Notify affected individuals as soon as practicable
- Notify the Office of the Australian Information Commissioner (OAIC)
- Take steps to contain and remediate the breach

18. Contact Us

If you have any questions about this Privacy Policy or how we handle your information, please contact:

Aus Property Professionals Pty Ltd
ABN: 62 651 627 235
Postal address: PO Box 111, Miranda, NSW 1490
Tel: 1800 146 837
Email: admin@auspropertyprofessionals.com.au

19. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.