

Managed Residential Privacy Policy



1. Purpose

We at Managed Residential Pty Ltd, understand and respect that protection of your personal information is important to you. This document sets out how we collect, use, disclose, retain and manage your privacy information and how we comply with our obligations under the *Privacy Act 1988 (Cth)* (**Privacy Act**).

By using our services and by using and continuing to use our Website you consent to us collecting, maintaining, using and disclosing your personal information in the way described in this Privacy Policy.

2. Definitions

In this policy:

- (a) **Related Body Corporate** has the same meaning as under the *Corporations Act 2001 (Cth)*;
- (b) **Related Entity** has the same meaning as under the *Corporations Act 2001 (Cth)*;
- (c) **Sensitive Information** has the same meaning as under the Privacy Act.
- (d) **Website** means www.managedresidential.com.au, or any other website we may establish or operate from time to time.
- (e) The meaning of any general language is not restricted by any accompanying example, and the words 'includes', 'including', 'such as', 'for example' or similar words are not words of limitation.

3. Why do we collect personal information and how do we use it?

(a) We offer a range of services, including providing rental appraisals of properties, acting as a real estate agent for the management of properties, leasing properties and advertising properties.

(b) We collect personal information to enable us to provide our Services.

This includes:

- processing inquiries;
- recording persons entering a landlord's property (e.g. for inspection, maintenance, survey or appraisal purposes);
- facilitating the leasing of properties (including advertising the properties) and acting as property manager;
- for our internal business operations;
- complying with our legal obligations;
- advising clients of additional services or information which may be of interest;
- 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.

(c) If we do not collect the personal information or if any of the personal information you provide is incomplete or inaccurate, we may not be able to provide the Services or those Services may be compromised.

4. What personal information do we collect?

The personal information we collect will depend on the Service or Services we provide to you. It may include:

- (a) your name, residential or business address, contact phone numbers, email address;
- (b) family details;
- (c) employment details;
- (d) financial information, including assets, liabilities, income, outgoings, spending patterns and credit reference reports;
- (e) the value of your property;
- (f) insurance details;
- (g) credit card and banking details;
- (h) Sensitive Information;

- (i) Information in respect to a will or estate;
- (j) references (e.g. to support rental arrangements);
- (k) copies of photo identification (e.g. driver's licence, passport, student ID); or
- (l) any other personal information relevant to the Service we are providing to you.

5. How do we collect personal information?

(a) We aim to collect personal information directly from you.

(b) We also collect personal information:

- 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
- by entering competitions, promotions or requesting information or material from us
- completing surveys or providing feedback

We may also collect personal information from third parties including:

- from third party companies such as credit reporting agencies, law enforcement agencies and government entities
- your representatives (lawyers, accountants and financial advisers)
- your employer
- publicly available sources of information or any other organisations where you have given your consent

(c) If you supply personal information to us about another person, you represent that person and we accept it on the basis that you are authorised to do so and that the relevant person has consented to the disclosure to us.

(d) Each time you visit our Website our server collects some anonymous information, known as click-stream data, including the type of browser and system you are using, the address of the website you have come from and move to after your visit, the date and time of your visit and your server's IP address. We may collect this information for statistical purposes to find out how our Website is used and navigated, including the number of hits, the frequency and duration of visits and most popular session times. We may use this information to evaluate and improve the Website's performance.

(e) A Cookie is a piece of information that our web server may send to your machine when you visit our Websites. The Cookie is stored on your machine, but does not identify you or give us any information about your computer. A Cookie helps us to recognise you when you re-visit the Website and to co-ordinate your access to different pages on the Website. With most Internet Browsers, you can erase Cookies from your computer hard drive, block all Cookies, or receive a warning before a Cookie is stored. If you want to do this, refer to your Browser instructions or help screen.

(f) Links on our Website may take you outside our network. These links are provided in good faith. However, we are not responsible for third party sites and accept no responsibility for the content, accuracy, security or function of third party sites.

6. Considerations when you send information to us

(a) While we do all we can to protect your privacy, including investing in specialist security software, no data transfer over the Internet is 100% secure.

(b) If you provide personal information to us electronically, there are ways you can help maintain the security of the information. These include:

- always close your browser when you have finished your user session;
- do not provide personal information by using a public computer; and
- **never** disclosing your user name and password to another person.

(c) **You are responsible for all actions taken using your username, email or password. If at any time you believe your username or password have been compromised, change your password and contact us immediately.**

7. Disclosing personal information

We may disclose your personal information to third parties in certain circumstances including:

- (a) if you agree to the disclosure;
- (b) when we use it for the purpose for which it was collected, e.g. as part of a sale or leasing process or in the provision of another Service;
- (c) to employees, contractors, franchisees and service providers who assist us in operating our business and providing our Services;
- (d) in circumstances where you would reasonably be expected to consent to information of that kind being passed to a third party;
- (e) where disclosure is required or permitted by law;
- (f) to our Related Entities and franchisees;
- (g) if disclosure will prevent or lessen a serious or imminent threat to someone's life or health; or
- (h) where it is reasonably necessary for the enforcement of the criminal law, a law imposing a pecuniary penalty or for the protection of public revenue.

In order to provide products and services to you, we may disclose your personal information to the persons/organisations described below.

- In the event that you are a seller or a lessee, we may disclose your personal information to prospective buyers of the property owned or leased by you;
- In the event that you are a buyer or lessee, we may disclose your personal information to the sellers of the property you are purchasing or leasing;
- Your legal advisor(s) and the legal advisor(s) representing the other party(s) involved in your transaction;
- Your financial institution and/or financial advisor;
- Insurance providers and brokers;
- Utility providers and utility connection service providers;
- Persons or organisations involved in providing, managing or administering your product or service including independent contractors engaged by us as real estate agents;
- Tradespeople organised by us to repair or maintain a property owned or leased by you;
- Organisations involved in maintaining, reviewing and developing our business systems, procedures and infrastructure including maintaining or upgrading our computer systems;
- Our related companies;
- Organisations involved in the payments systems including financial institutions, merchants and payment organisations;
- The titles and Registry Office or other government agencies;
- The Residential Tenancies Authority;
- Police;
- Tenancy information services or databases;
- Real Estate Websites;
- Real Estate peak bodies;
- Any associated Bodies corporate;

In the course of providing services to you, it may be necessary for us to enter your personal information into forms generation software and real estate websites. Depending on the terms of use of such software and websites a third party may acquire rights to use or disclose information entered into the relevant forms or websites.

We need your permission to collect, use and disclose your personal information, and we therefore ask that you sign the consent on the first page of this document to indicate your consent.

In the event that you do not consent to Managed Residential collecting and releasing your personal information as described above, we may be unable to provide the services requested by you.

8. How your information is stored

(a) We take reasonable steps to securely store personal details and information. This includes electronic and physical security measures, staff training, use of password protection software. Details of our security systems are available by contacting our Privacy Officer.

(b) When the personal information that we collect is no longer required, we will destroy or de-identify the personal information as soon as reasonably possible. We may, however, retain personal information for as long as is necessary to comply with any applicable law, for the prevention of fraud, for insurance and governance purposes, in our IT back-up, for the collection of any monies owed and to resolve disputes.

9. Marketing and opting out

(a) We do not use Sensitive Information for marketing purposes.

(b) If at any time you no longer wish to receive any additional marketing material from us, contact our Privacy Officer and we will remove your details from our marketing database.

10. How you can update, correct, or delete your personal information

(a) You may request access to your personal information or correct any inaccurate or out of date information by clicking here or contacting our Privacy Officer using the details below.

(b) You may request the source of any information we collect from a third party. We will provide this at no cost, unless under the *Privacy Act* or other law there is a reason for this information being withheld.

(c) If there is a reason under the *Privacy Act* or other law for us not to provide you with information, we will give you a written notice of refusal setting out the reasons for the refusal except to the extent it would be unreasonable to do so and the mechanisms available to you to complain about the refusal.

(d) You should also contact us immediately if you believe:

- someone has gained access to your personal information;
- we have breached our privacy obligations or your privacy rights in any way; or
- you would like to discuss any issues about our privacy policy.

11. Changes to our Privacy Policy

(a) This document sets out our current Privacy Policy.

(b) Our Privacy Policy will be updated from time to time. You should review our Privacy Policy each time you visit our Website or provide us with personal information.

(c) If you would like further information on our Privacy Policy or if you have any concerns over the protection of the information you have given to us or that we have collected from others, please contact us by contacting our Privacy Officer at:

- Address: Po Box 2552 New Farm, Q 4005.
- Telephone: 0447 381 166
- Email: glen@managedresidential.com.au

(d) More information about your rights and our obligations in respect to privacy and information on making a privacy complaint are available from the Office of the Australian Information Commissioner by:

- website - www.oaic.gov.au
- mail - GPO Box 5218 Sydney NSW 2001
- email - enquiries@oaic.gov.au