

## Privacy Policy

This is the Privacy Policy of The Real Estate People ABN 81 165 900 274 (referred to as “we”, “our” or “us”).

We are committed to protecting and maintaining your personal information in compliance with our obligations under the Australian Privacy Principles and the Privacy Act 1988 (Cth) (“Privacy Act”)

The Privacy Policy sets out our policy in relation to the collection, holding, use and disclosure of your personal information.

By submitting your personal information to us or by using our website and services, you acknowledge and consent to the collection, holding, use and disclosure of your personal information in accordance with this Privacy Policy.

### Your Personal Information that we collect and hold

We may collect information from you when you visit our website, use our services or submit your personal information to us.

Personal information we collect and hold includes, but is not limited to:

- your contact details, including your name, mailing or street address, telephone number and facsimile number;
- other information reasonably relevant to the provision of our services, including your age, birthdate, profession, occupation and job title; and
- any other personal information you provide to us in relation to your access of our website or our services.

When visiting our website or accessing our services, we may also collect and store the following information:

- your IP address;
- your browser type;
- the webpage you were visiting before you came to our website;
- details of the pages within our website you visit; and
- the time spent on those pages, items, and information searched on our website, access times, dates and other statistics.

### How We Collect Personal Information

We collect personal information through lawful and fair means. We ordinarily only collect information directly from you, unless it is unreasonable or impracticable to do so.

We may collect personal information from you in the following ways:

- through your access and use of our website;
- when interacting or communicating with us, including in person, by telephone, letter, fax or email;
- when contracting with us or completing application forms;
- when entering competitions, promotions or requesting information or material from us; and
- when completing surveys, providing feedback or submitting complaints to us.

From time to time, we may obtain or collect personal information about you from third party sources, including:

- publicly available sources such as public registers;
- other organisations where you have given your consent to the disclosure of your personal information;
- your representatives;
- your employer; and
- our referral partners.

### Data Security and how we hold and store personal information

We hold personal information in a number of ways, which may include:

- as part of customer records and other electronic documents on which personal information is contained;
- on our information technology systems and servers, including those operated by third parties who provide services to us in connection with our business; and
- by securely storing hard copy documents, at our various premises and using third party document management and archiving services.

We take reasonable steps to ensure the security, integrity and privacy of personal information we hold from misuse, loss and from unauthorised access, modification or disclosure.

Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure. We do not warrant the security of any information you transmit to us over the Internet and you do so at your own risk.

We will continue to store and hold your personal information indefinitely, until such time as we no longer need it for any purpose for which the information may be used or disclosed under this Privacy Policy or under applicable privacy or data protection laws or a reasonable time after you ask us to delete it.

We are located in Australia and all personal information we hold will remain in Australia unless otherwise advised by us.

### How We Use the Personal Information We Collect

We will collect, hold, use and disclosure your personal information for the purpose interacting with you, to perform our business activities and functions and providing our services to you. This includes, without limitation:

- to provide products and services to you and to send communications requested by you;
- to answer enquiries and provide information or advice about our services;
- internal management purposes, including to update our records and keep you contact details up to date;
- for administrative, marketing, planning, product or service development, quality control, survey and research purposes;
- to conduct business processing functions;
- to process and respond to your complaints;
- as other wise permitted or required by law (such as to comply with obligations under the Privacy Act in relation to mandatory data breach notification).

We may also disclose your personal information to:

- third parties that assist us in providing services to you, including our contractors and service providers;
- suppliers and other third parties with whom we have commercial relationship, for business, marketing and other related purposes;
- third parties as part of a sale, acquisition or disposal or potential sale, acquisition or disposal of the whole or part of The Real Estate People or its business, including for the purposes of the due diligence required to decide whether to proceed with a transaction or to otherwise ensure the continuation of services to you;
- our related bodies corporate;
- parties that you authorisation us to disclose your personal information to;
- our professional advisors;
- other third parties permitted by law.

## Accessing and Correcting Personal Information

We are committed to ensuring the personal information we hold about you is accurate, complete and up-to-date.

You may request access to or correction of any personal information we hold about you by using the contact details set out below. We may charge you a fee to cover our administrative and other reasonable costs for providing the information to you.

There may be instances where we cannot grant you access or comply with your request to correct our personal information, including but not limited to:

- giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety;
- giving access would have an unreasonable impact on the privacy of other individuals;

- the request for access is frivolous or vexatious;
- giving access would be unlawful; or
- denying access is otherwise required or authorised by law

## Direct Marketing

You may elect to opt-out of receiving direct marketing and promotional communications by contacting us using the contact details provided below, or by any other simple means to opt-out that we provide you. However, some of our services may include a direct marketing and promotional communications feature as part of the service which cannot be removed and, as such, you may not be able to access or use some of our website or services if you elect to opt-out of all direct promotional and marketing communications.

## Links to Other Sites

Our website and other communications to you may contain links to websites maintained by third party. These linked sites are not under our control, and we do not accept responsibility for such third party websites. You are responsible for reading the terms and conditions of those third party websites and their privacy policies.

## Complaints, Contact Details and Further Privacy Information

If you have any queries in relation to this Privacy Policy, wish to exercise any of your rights under this Privacy Policy, have any questions, comments or complaints regarding our practices, you can contact us by email at [admin@therealestatepeople.com.au](mailto:admin@therealestatepeople.com.au)

We ask that any complaint should be made first in writing to us. We will then respond to your complaint in writing and in accordance with any timeframes required by law. We may request you to provide further information about your complaint to duly assess your complaint.

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) and on 1300 363 992.

## Changes to this Privacy Policy

We reserve the right to change, modify or update this Privacy Policy at any time, without liability to you, by publication on our website or as otherwise notified to you. You will be bound by the changes immediately upon notification or publication, unless otherwise set out in this Privacy Policy or the notice.

This Privacy Policy was last updated on 22 February 2023.



## Privacy Collection Notice

The Real Estate People ABN 81 165 900 274 collects personal information about you as part of your use of our website and our services. We collect, handle, use and disclose personal information in the manner set out in our Privacy Policy located at <https://therealestatepeople.com.au/> and as permitted by law.

We may disclose your personal information you provide to us to third parties that help us deliver our services (including information technology suppliers, our agents and business partners) or as required by law. If you do not provide this information, we may not be able to provide all of our services to you.

Our Privacy Policy explains how we store and use, and how you may access and correct your personal information and how you can lodge a complaint regarding the handling of your personal information; and how we will handle any complaint.

By providing your personal information to us, you consent to the collection, use, storage and disclosure of that information as described in the Privacy Policy.