



EDENBROOK LAND PTY LTD PRIVACY POLICY

Your privacy is important to us. This statement outlines our policy about how we manage personal information*. From time to time we may find it necessary to change this Privacy Policy to reflect changes in the law or our commercial activities. The latest version of our Privacy Policy will always be available from our office. We are bound by the Australian Privacy Principles and our procedures regarding personal information are designed to ensure that your rights under the Australian Privacy Principles are protected.

What Personal Information do we collect?

- Full Name
- Address Details
- ABN (if applicable)
- Email Address
- Telephone Number

Openness

We will be open about how we handle personal information. We will do this by:

- Telling you when we collect personal information, what we will use the information for and to whom we may disclose it.
- Giving you more detailed explanation of our Privacy Policy when you ask for it.
- Giving you access to personal information that we hold about you when you ask for it.

You have the right to access personal information that we hold about you under the Australian Privacy Principles and to request that the information be corrected if necessary. Details of how to make a request for access are set out at the end of this Privacy Policy.

Why do we collect personal information?

We collect personal information in the course of our real estate business for a variety of reasons including:

- to keep ourselves informed of the prevailing conditions of the property market in our area
- to identify and market to potential vendors, purchasers, landlords and tenants in our area
- to draw up contracts for the sale or lease of property
- to provide appraisal services.

We do not actively collect sensitive information^.

How do we collect personal information?

We collect personal information directly from you when you make an application. We also collect information indirectly from third parties who are involved in a transaction to which you are a party. We will ensure we tell you when we hold personal information about you regardless of how we collected it.

To whom do we disclose personal information?

We may need to disclose personal details to various people to carry out the services that we are engaged to provide. For example we may need to give details about the owner of an allotment to a neighbour or builder to arrange to share fencing costs.

Management and storage of personal information

We take active steps to protect the security of personal information. We expect our staff to comply with certain standards of behaviour when dealing with personal information. We train all our staff about the need to protect your privacy and we will regard breaches of the Australian Privacy Principles as serious matters. Some of our records are paper based. These records are kept on secure premises away from the general public. We also keep some information in an electronic form. Records kept electronically are within a secure computer system, which contains features such as password access and the latest virus protection. We may keep personal information for at least 7 years after the completion of a transaction for legal reasons. After that time we will de-identify or destroy the personal information.

How do we make sure that information is accurate, complete and up to date?

We try to ensure that any personal information that we hold is accurate complete and up to date. We do this by collecting information from you directly or from reliable sources including publicly accessible databases. If we become aware that the information is inaccurate, incomplete or out of date on our records we will correct that information or if necessary delete it from our records.

T 07 4936 2145

E info@edenbrook.com.au

Land Sales & Display Home

7 Maysbrook Court Edenbrook Q 4702

EDENBROOK.COM.AU



Consent

By signing this contract the buyer consents to the collection and use of personal information by Edenbrook for the purposes outlined in this Policy.

Contacting us about privacy issues

If you wish to:

- obtain more information about our Privacy policy;
 - obtain access to personal information that we hold about you; or
 - contact us because you believe that we have breached your privacy,
- then you may contact our Privacy Officer. We will respond to an inquiry or complaint promptly (usually within 14 to 30 days). Our Privacy Officer's contact details are 4936 2145.

In addition you can phone the Commonwealth Privacy Commissioner's hotline on 1300 363 992 if you are not satisfied with our response.

* *Personal Information* is information or an opinion (including information or an opinion on a database) whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can be reasonably ascertained from the information or opinion.

^ Sensitive information is information or an opinion about an individual's health, racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or professional association, sexual preferences or criminal record.

T 07 4936 2145

E info@edenbrook.com.au

Land Sales & Display Home

7 Maysbrook Court Edenbrook Q 4702

EDENBROOK.COM.AU