



BSR PROPERTY AGENCY

BUY SELL RENT

Privacy Policy

BSR Property Agency Privacy Policy

1. Purpose

BSR Property Agency 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) Credit Assistance Provider means a person or entity that provides credit assistance (for example, mortgage and finance broking) for the purposes of the National Consumer Credit Protection Act 2009 (Cth);
- b) Credit Related Information means information about your current relationship and debts with credit providers, your credit history and other information pertaining to your credit worthiness, which may be derived from a credit report about you.
- c) Related Body Corporate has the same meaning as under the Corporations Act 2001 (Cth);
- d) Related Entity has the same meaning as under the Corporations Act 2001 (Cth)
- e) Sensitive Information has the same meaning as under the Privacy Act.
- f) Website means www.bsrproperty.com.au or any other website we may establish or operate from time to time.
- g) 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, without limitation, providing appraisals of properties acting as a real estate agent for the buying and selling of properties, leasing properties, advertising properties, and connection and disconnection of utility services (Services)."
- b) We collect personal information to enable us to provide our Services. This includes:
 - i. processing inquiries;
 - ii. facilitating the sale, purchase, advertising of properties and businesses;
 - iii. recording persons entering a landlord or seller's property (e.g. for inspection, survey or appraisal purposes);
 - iv. facilitating the leasing of properties (including advertising the properties) and acting as property manager;
 - v. for our internal business operations;
 - vi. complying with our legal obligations;
 - vii. advising clients of additional services or information which may be of interest;
 - viii. providing your contact details to our partners and contractors who provide us with services;

- ix. maintaining and updating our business infrastructure and systems;
 - x. statistical purposes;
 - xi. promoting and advertising our business, products and services;
 - xiv. 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.
- d) This privacy policy applies to all situations in which we collect personal information directly from you. This includes, but not limited to, telephonic communication, communication by email and post, in person and through individuals accessing our websites.

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) Credit Related Information;
- j) information in respect to a will or estate;
- k) references (e.g. to support rental arrangements);
- l) copies of photo identification (e.g. driver's licence, passport, student ID); or
- m) 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:
 - i. from your representatives (e.g. solicitor, accountant or financial adviser);
 - ii. through our Website and by other electronic communication channels;
 - iii. when sent to us by email or other communication from third parties;
 - iv. from publicly available sources of information including social media;
 - v. when we are required to do so by law;
 - vi. from Strata or Bodies Corporate, Strata or Body Corporate Managers and On-Site Managers;
 - vii. when you enter into a competition or promotion with us or participate in a survey including an 'after sales service' follow-up; and
 - viii. from our own records;
 - ix. from our employees;
 - x. from our suppliers or partners; and
 - xi. from private vendors.
- c) If you supply personal information to us about another person, you represent 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 personal and non-personal information. This information may be gathered from both mobile and static devices. This information may include, but is not limited to: the type of browser you use, your operating system, your internet service provider, your Internet Protocol (IP) address, your mobile service carrier, the online address of a previously visited site etc. We may use Cookies and log files to monitor and improve our online presence.

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. Any information we seek to collect via cookies etc is used to better understand our customer needs and the services they are seeking from us. Cookies assist us in providing better and faster services.

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:

i. always close your browser when you have finished your user session

ii. do not provide personal information by using a public computer; and

iii. 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 franchises;

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.

All third parties with whom personal information is shared are required to meet our standards of personal information protection. However, we are not responsible for the conduct of third parties with respect to the handling of your personal information and we recommend that you check their privacy policies. You consent to us using your information for marketing purposes which include our Services.

We do not trade or sell your personal information. We always seek your consent prior to sharing your data with our clients, vendors and partners.

8. Disclosure of personal information off-shore

a) When providing our services (including purchasing or selling a property), we may provide services or disclose personal information in countries other than Australia. This may include Sensitive Information.

9. 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.
- b) When the personal information that we collect is no longer required, we will remove 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.

10. 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 or do not want your information disclosed for direct marketing purposes, contact us and we will remove your details from our marketing database.

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

12. 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.

Address: 10 Wall Street South Mission QLD 4852 Australia

Telephone: 0413 024 007

Email: admin@bsrproperty.com.au

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

BSR Property Agency

Privacy Notice and Consent Privacy Notice and Consent

Consent

I, _____ (Full Name)

of _____ (Residential Address)

have read and understood the attached information. I authorise employees of BSR Property Agency, and independent contractors of BSR Property Agency including their directors, officers and employees, to obtain relevant information from, and release relevant information to, the parties described on page 2 to assist with my involvement with BSR Property Agency. I understand that I can revoke my authority at any time. I acknowledge that if I revoke my authority, or if I decline to provide information as requested by BSR Property Agency, BSR Property Agency may be unable to provide the products or services I have requested.

Signed: _____

Date: ____/____/____

Parent/Guardian Signature (if under 18 years of age)

Privacy

Imytin Pty Ltd aft The Stuart Family Trust trading as BSR Property Agency is committed to protecting your privacy in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This document sets out BSR Property Agency's condensed Privacy Notice. BSR Property Agency also has a full Privacy Policy, which contains information about how you can complain about any breach by BSR Property Agency of the APPs or an applicable APP Code. A full copy of our Privacy Policy can be accessed in either office or on our website- www.bsroperty.com.au

Information Collection, Use and Disclosure

During the course of your involvement with BSR Property Agency, we may collect, use or disclose personal information about you for the following purposes:

- Assisting you to sell your property;
- Assisting you to purchase a property;
- Assisting you to lease a property (either as lessor or lessee);
- Assisting you to obtain a loan;
- Assisting you with payment or refund of a bond;
- Assisting you with tenancy disputes;
- Coordinating repairs or maintenance of a property owned or leased by you;
- Recording or accessing information at the Titles Registry Office or other government agency;
- Recording or accessing information at the Residential Tenancies Authority;
- Recording or accessing information on tenancy information services or databases;
- Client and business relationship management;
- Marketing of products and services to you;

The types of personal information we may collect, use or disclose about you includes but is not limited to:

- Your full name;
- Your date of birth;
- Your residential address;
- Your postal address;
- Your email address;
- Your home telephone number;
- Your work telephone number;
- Your mobile telephone number;
- Your occupation and business address;
- Financial information including details of your employer, income, name of bank or financial institution;
- Details of your spouse, de facto, dependent children, and roommates;
- Details of properties owned by you;

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 a 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 engaged 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;
Persons or organisations involved in purchasing part or all of our business;
Our related companies;
Organisations involved in the payments systems including financial institutions, merchants and payment organisations;
The Titles Registry Office or other government agencies;
The Residential Tenancies Authority;
Police;
Tenancy information services or databases;
Real estate websites;
Real estate peak bodies;

Whenever it is reasonable or practicable to do so, we will collect your personal information directly from you. Sometimes it will be necessary for us to collect information from a third party or a publicly available source, such as a credit reporting agency, your legal adviser, your past or current employers, your previous lessors or property managers, and tenancy information services or databases.

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 may disclose your personal information to recipients within Australia or to overseas recipients . Should information be required to be sent interstate or overseas, we will take steps to protect the privacy of your information.

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 BSR Property Agency collecting and releasing your personal information as described above, we may be unable to provide the services requested by you.

Access to, and correction of personal information

You have the right to request access to your information and to request that BSR Property Agency update or correct your personal information. A charge may apply for providing access to your information.

Our Privacy Policy contains further information about how you may request access to, and correction of, your personal information.

Contacting Us

You may contact us by mail, email or telephone as follows:

BSR Property Agency
10 Wall Street
South Mission Beach
QLD 4852
0413 024 007
sales@bsrproperty.com.au