

## **Privacy Policy- Property Care Rental and Sales**

### **Introduction**

The privacy of personal information you provide to us is important. The following privacy policy governs the collection and use of your personal information by Property Care Rental and Sales Employees and Real Estate Agents Contractors/ Tradesmen.

### **How we collect personal information**

We may collect personal information from you through our Agents, open houses; rent a property from us and our website enquiries.

### **The personal information we collect**

We collect personal information about you to enable us to assess your suitability and eligibility for buying or selling a property, property management services, and applying for a rental property. The types of personal information we may collect include your name, address, telephone number, email, occupation, vehicle registrations and financial information.

If you give us personal information about another person, you represent that you are authorised to do so and agree that you have obtained consent from that person for us to use and disclose their personal information and that they may access any personal information we hold about them.

### **How we use your personal information**

We use your personal information to assist us in

Selling your property

Purchasing a property

Assist you with payment or refund of a bond

Assist you with tenancy disputes

Leasing a property

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

Persons or organisations involved in providing, managing or administering your product or

Service including independent contractors engaged by us as real estate agents;

Utility providers and utility connection service providers;

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

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.

You understand that you can revoke your authority at any time and acknowledge that if you revoke your authority, or decline to provide information as requested, Property Care Rental and Sales may be unable to provide the services you have requested.

### **How we store your personal information**

You understand that you have the right to request an update or correct your personal information. We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or exposure. We require all our Employee, Contractors and Agents (Representatives) to maintain the confidentiality of customer information. Property Care Rental and Sales is committed to protecting your privacy in and is stored in lockable storage whenever possible. Our website is regularly updated and security patched to prevent wherever possible security breaches.

### **Contact us**

Property Care Rental and Sales

sb@propertycareqld.com.au

0410 100 979

PO Box 5283 Alexandra Hills QLD 4161