

# Privacy Policy

This statement is given in accordance with the Privacy Act 1988 and the application of the National Privacy Principles therein. This document sets out the policies of W J Tobin & Co for managing personal information collected by us in any transaction or potential transaction you may have with our company.

It is important that you are confident that any personal information you provide to us is treated with the highest degree of integrity and privacy. Our privacy Policy recognizes your right to privacy and any personal information we may collect about you will only be used for the purposes set out in our policy, to enable us to provide you with the best possible service from our organization.

From time to time our Privacy Policy Statement may be updated. The latest version will be available on our website at [www.wjtobin.com.au](http://www.wjtobin.com.au). A copy of our Privacy Policy Statement may also be obtained from our office.

## Types of Personal Information we collect ...

We only collect information from you that is necessary for what we do. This may include, but not be limited to, the sale, promotion, letting, management, refurbishment and maintenance of properties.

We do not collect sensitive information (such as ethnicity, political associations or religious beliefs etc) about you.

### Why we collect personal information...

Generally, we collect, update and use personal information about you to carry on our business, including:-

- Sale of properties including contract preparation and execution
- Leasing and management of properties including payment of creditors and landlords through electronic payment systems
- Processing of tenancy applications including confirmation of identity, assessment of ability to meet rental payments and of ability to take appropriate care of a property during a tenancy
- Establishment of rent payment services when you become a tenant (e.g.. Bpay or such other services as may be utilized by us from time to time)
- Contact of next-of-kins in an emergency situation
- Research and development of new products and services
- Training and quality control processes
- Positive identification and verification purposes when communicating with you
- Communication of a related company's or a third party's marketing offers to you and/or other parties nominated on forms completed by us for you
- To meet our legal obligations eg. In accordance with legislation

## How we collect personal information...

Generally, we collect personal information directly from you, such as when you give us information to enable us to prepare a Contract of Sale or process an Application for Tenancy. When practical, a Collection Notice is provided to you at the point of collection of your information so that you are made aware of the specific uses of the data.

We also access and/or purchase information available on commercial databases which is used in preparation of Contracts of Sale, processing of Tenancy Applications and marketing of our services.

## How we keep your personal information safe...

We understand that security of personal information is crucial and we endeavour to take all reasonable steps to ensure that the personal information we hold is not subject to loss, misuse or unauthorized access or alteration. We destroy personal information when it is no longer required (subject to stipulated time periods for accounting and legal requirements)

## Disclosure of your personal information...

When information is disclosed to any other party it is done in accordance with the provisions of the Privacy Act and other legislative requirements which may exist at the time.

As stated previously, information is collected for a variety of purposes. In fulfilling the duties and obligations associated

with these uses, it is sometimes necessary to disclose your data to a third party (e.g.. a maintenance contractor, building inspector or valuer engaged to perform work on the property). We require any such third party to use the personal information only for the purpose for which it was disclosed to them.

If you are a Tenant and you default on your Tenancy Agreement, then the information may also be disclosed to a Tenancy Database (TICA Default Tenancy Control Pty Ltd. Ph. 1902 220 346) for use by any other member agent. Once your information is disclosed, it may then be used by other member agents or clients of the database company for use in processing subsequent Tenancy Applications.

W J Tobin & Co is committed to providing accurate and up to date data whenever it is disclosed.

#### Direct Marketing ...

From time to time, we use information supplied to us by commercial database companies for marketing our company services. This is done in accordance with the provisions of the Privacy Act 1988. Prospective clients and customers are given the opportunity to be excluded from any marketing activities and can elect not to receive specific and direct marketing communication from us.

#### Access to and correction of your Personal Information ...

You may gain access to personal information that W J Tobin has collected about you by contacting our Privacy Officer. There is no charge involved in making a request; however, we may levy a reasonable charge for providing access if we incur costs in providing the information. We will provide an estimate of any charge on request.

You may contact us at any time to notify us of any corrections/updates to the information we hold. This will be carried out in accordance with the provisions of the Privacy legislation.

#### If you have a complaint about privacy issues ...

We are committed to constantly improving our procedures so that personal information is treated appropriately. Should you have a complaint that relates to how we have collected or used the information you have provided, we would like the opportunity to remedy the situation. Our Privacy Officer will:-

- " Listen to your concerns and grievances regarding the handling of your personal information
- " Discuss with you the ways in which we can remedy the situation
- " Take steps to resolve your complaint and improve our procedures for the future

If this process does not result in an outcome which you feel is satisfactory, you may contact the Privacy Commissioners Office in Sydney (Ph. 1300 363 992). We will then work together with the Privacy Commissioners Office to resolve the issues between us.

Further information about the National Privacy Policy and National Privacy Principles can be obtained from the Federal Privacy Commissioners Website at [www.privacy.gov.au](http://www.privacy.gov.au).