



PRIVACY POLICY

PURPOSE/OUTLINE:

This Privacy Policy follows the standards of the Privacy Principles (and the Australian Privacy Principles to come into force in 2014) (Privacy Principles) set by the Australian Government for the handling of Personal Information under the Privacy Act 1988 (Cth) (Privacy Act) (Privacy Policy).

Therefore, this policy is to ensure that we have standards in place to protect the Personal Information that we collect by undertaking the following activities –

- Promotions and marketing
- Selling, Leasing, Strata and / or Commercial Property transactions
- Providing information the public with related Real Estate avenues such as;
- Advertising properties listed with North West Realty Karratha;
- Completing activities in support of functions, HR management, Property Management

It further provides protection and compliance to the brand, the licensee, the company's indemnity insurance policy and other legislative requirements.

PERSONS AFFECTED:

All employees of North West Realty Karratha
Clients / Customers

DEFINITIONS:

"Clients / Customers" Refers non-employed persons associated with North West Realty Karratha. This includes all persons that are party to a contract and any other person so engaged by the Client and / or North West Realty Karratha.

This policy has been separated into five key components:

1. Collection of information via Website
2. The information we collect about you
3. Collection of information via Social Media
4. Notification of Collection of Personal Information

1. **Collection of information via website**

We will collect information via our website to measure statistics based on visitors to the website – any information that is able to make our website more useful and user friendly. We will collect information from persons that register their details with us via our website. If we are provided with personal information via this avenue we will protect this in accordance with this policy and the Privacy Act 1988.

2. **The information we collect about you**

This term means information from which information regarding your identity is available. This information is required for us to undertake particular functions within our Business.

The main means we collect personal information via this avenue would be as follows -

- Complete forms, applications
- Asking for information
- Attend a Home-Open regarding a Property listed with North West Realty Karratha
- Attend a Rental Inspection at a Property listed with North West Realty Karratha
- Otherwise intentionally provide us with personal information.

For some services and products, North West Realty may also collect your personal information to enable verification of your identity, including information from your passport, driver's licence, and health care and concession cards. If you access any of our services through a social network site such as Facebook, we will collect limited information provided to us by that social network site, such as user name, site ID and email address.

3. **Collection of information via Social Media**

North West Realty Karratha may use Social Media such as Facebook, Twitter, Instagram and YouTube to communicate to the public. When undertaking these forms of communication we may collect your personal information but only use this to assist in the communication to yourself and the public. The Social Media service will also manage / handle the information to its own purposes. It should be noted these websites have their own privacy policies additionally in place.

4. Notification of Collection of Personal Information

Should North West Realty Karratha collect personal information from someone or an entity other than you in order to provide a Real Estate service, such as using a third party provided (tenancy database) we will ensure that you are made aware that this has been done and why. We will also remind and explain if this is not done the consequences.

The organisations we use to collect personal information or assist in the recording of personal information include but are not limited to –

- TICA
- National Tenancy database
- And / or any other provider associated with North West Realty Karratha

The below content forms part of this policy and outlines how your personal information may be used and the guidelines associated -

Using and disclosing personal information for marketing purposes

We may:

(a) Use your personal information to provide you with information about offers, promotions, goods or services, which we believe may be of interest to you; and

(b) Share your information with our service providers and other third parties so that they can provide you with products or services on our behalf or help us to provide you with the requested products or services including contacting you in relation to the products or services.

If we do contact you by using your personal information in accordance with either of the above, we will give you the opportunity to request that your information not be used for further direct marketing in the future.

Direct Marketing

We may utilise your information to provide you information about real estate offers, changes to our Company, new services and / or products. Should you not wish to receive such information you the OPT OUT procedure should be utilised

Identification Method

As part of our security practises it may from time to time be necessary for North West Realty to identify you to complete a require / do business with you. Please note these requests will only be made where it is lawful to do so.

OPT OUT Process

Please be advised if you notify us confirming you do not wish receive any further communications regarding direct marketing you can simply OPT OUT. In each email of direct marketing content the 'opt out 'instructions can be followed, however please not that you can also email admin@northwestrealty.com.au requesting this, or call 08 9144 4800.



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Updating your Personal information

We will endeavour to take all reasonable steps to keep accurate and up to date, any information which we hold about you. If, at any time, you discover that information held about you is incorrect or you would like to review and confirm the accuracy of your personal information you may do so by emailing admin@northwestrealty.com.au OR phoning 08 9144 4800. Please note we may charge a fee for the costs to retrieve such information along with the costs in locating / retrieving such personal information, staff costs and postage. Depending on the type of request made the Company reserves the right to respond immediately or within five (5) business days – as it may take an extended period of time to action your request.

Complaints - Process

North West Realty Karratha is committed to providing our Clients with a fair and responsible system for the handling of complaints. Should you wish to file a complaint with regard to the management / storage of your information please email admin@northwestrealty.com.au and the applicable actions will be taken in accordance with regard to the Privacy Act.

Security

North West Realty Karratha use all required efforts to keep your personal information secure and accurate. We have established safeguards and use reasonable security measures to protect your personal information from unauthorised access, modification and disclosure. Our employees, contractors, agents and service providers who provide services related to our information systems, are obliged to respect the confidentiality of any personal information held by us. We review and update our security measures in light of current technologies. Unfortunately, no data transmission over the internet can be guaranteed to be totally secure.

Sensitive & Unsolicited Information

Upon consent we will only collect sensitive information. Sensitive information is personal information include but are not limited to – race, ethnicity, origin, political views, memberships, professional associates, criminal / health record. Should we receive any form of unsolicited information from yourself we will lawful destroy the information or assure it has been de-identified.

Third Party Providers / Websites

Please note our website and other various avenues contain links to third party providers. These linked sites, applications and widgets are not under our control, and we cannot accept responsibility for the conduct of companies linked to the Websites, or their collection of information through these third party applications or widgets. Before disclosing your personal information on any other website, or using these applications or widgets we advise you to examine the terms and conditions of using that website and the relevant third party's data collection practices and controls in their privacy policy.