



WEBSITE PRIVACY POLICY

1. What is this Privacy Policy?

Richardson & Wrench & Cabramatta 89 116 072 701 (we, us, our) is committed to complying with its obligations under the Privacy Act 1988 (Cth) (the Act).

The Act allows personal information to be collected, used and disclosed for the purposes for which it was collected in accordance with the Act.

This Privacy Policy only applies to the extent we collect, use and disclose personal information in connection with this website.

We also have a privacy policy which details our policy in connection with our real estate and/or strata agency business. A copy of this privacy policy can be accessed here <https://cabramatta.randw.com.au/>

This Privacy Policy may be revised, updated or replaced from time to time and we may subsequently notify users of any changes to it by posting the revised, updated or replaced Privacy Policy on this website. Any changes to it take effect on the date on which the revised, updated or replaced Privacy Policy is posted to this website.

Unless you notify us otherwise, we will assume that you consent to the collection, handling, use and disclosure of all information which is provided to us for use in accordance with this Privacy Policy and otherwise permitted or required by law.

Please note that our Website and Services are also governed by our additional terms of use as indicated on the Website or relevant application.

2. What is personal information?

Personal information is information or an opinion about an individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in material form or not.

3. What personal information do we collect?

We may collect personal information from you when:

- you visit the Website;
- you use the Services or access, use or upload content to any other applications operated or provided by us;
- you contact or communicate with us or with other users of our Services by any method (such as telephone, email, post or in person, or via our Website or the Services including via chat and other direct messaging functionality);
- you apply for a position with us; or
- you subscribe to any of our mailing or contact lists, or otherwise as notified to you from time to time, including in any collection notice.

The personal information we collect may vary depending on the nature of your interaction with us, but may for example include your name, date of birth and contact details, information you upload to our Website or Services or communications you make using our Website or Services. When you register or subscribe to any of the Services, we will collect the personal information you provide to us during the registration or subscription process or in the course of your use of the Services. Such personal information may include details such as your name, phone number, email address, business address, credit card number, expiry date, bank details and billing address. Where you apply for a position with us, we may also collect (including from third parties) sensitive information, including in the context of citizenship, professional history, reference and background checks. We may hold your information for future job opportunities, unless you tell us not to.

When you access and use any of the Services, we will record and log for statistical purposes certain information about such access and use, including your IP address, the date and time of your visit, the parts of the Services you access, your actions, and the browser you are using. Where you register or subscribe for any of the Services, this information may be associated with you.

When you access and use the Services with a mobile device, we may access, collect, monitor and/or remotely store “location data,” which may include GPS coordinates or similar information regarding the location of your mobile device. Location data may convey to us information about how you browse and use the Services. Location data may be used in accordance with the location permissions enabled on your mobile device, which may include:

- to provide you with location-specific information such as informing you of nearby property locations; or
- if you are an employee of a subscriber to our Services, to provide information about your location to other employees in your organisation.
- If you do not consent to our collection or use of location data, you must disable the location services on your device. Please note that disabling the availability of location data may mean that some or all of the functions of the Services may not be available to you. In particular, location data must be enabled to receive location-specific information as part of the Services.

As well as collecting information directly from you, there may be occasions when we collect information about you from a third party. For example, we may collect information from a real estate agency that employs you, or manages a property which you own, rent or service, who subscribes to the Services and inputs your personal information into the Services. We may also collect information from third party integrators who integrate with our Services in connection with providing services to a real estate agency.

We may also collect information through automated means, including through our Website and Services. Our web servers and applications may automatically collect information when you access or use any of our Website or our Services, including:

- your IP address;
- the date, time and duration of your visit;
- the parts of our websites or our applications that you accessed;
- your actions on our websites or our applications and associated navigation patterns; and
- the browser, system or device you are using.

We may combine information that we hold about you with other information collected from or held by others (including our related entities, service providers and contractors). We do so as part of our normal business operations.

4. Anonymity

You do not have to provide us with any personal information if you choose not to. You may use the Website without registering, in which case we will not be able to personally identify you unless you choose to register or subscribe to any of the Services or provide us with your identity. You cannot, however, register or subscribe to any of the Services (other than browsing the Website) anonymously or using a pseudonym.

5. Cookies

Some of the personal information referred to in section 3 may be collected through the use of cookies, identifiers or similar technologies used to collect data (Cookies). These are small files placed on your device or computer by our websites or our applications which automatically collect information about you without you providing that information to us directly. Most browsers are set by default to accept Cookies. However, if you do not wish to receive any Cookies you may set your browser to either prompt you whether you wish to accept Cookies on a particular site, or by default reject Cookies.

Please note that rejecting cookies may mean that some or all of the functions on our Website will not be available to you. In particular, cookies must be enabled to register and subscribe to use the Services.

6. How is your personal information used?

We collect and use your personal information for purposes described in this policy and other secondary purposes permitted by law.

This includes for the purpose of providing products or services to you, to track your usage of the Services, to evaluate performance of the Services, and to keep track of your account settings, to analyse the performance of and improve our Services and business, including to train, develop and improve models and algorithms used in connection with our Services. Information collected by us may also be used for the following purposes:

- to provide you with information in relation to the products and services we provide;
- to send email notifications for special promotions or offers conducted by us;
- to conduct marketing activities (where you have consented or where otherwise permitted by law) and to conduct market research;
- to respond to your questions or suggestions;
- to improve the quality of our products or services; or
- to improve the quality of your use of the Services;
- to facilitate integrations between our Services and third party services where enabled by subscribers as part of the Services.

Without limiting the above, we may use personal information for the purposes for which it was collected, for related purposes which we consider would reasonably be expected by you, for purposes outlined in this policy, for purposes which you otherwise consent or as otherwise permitted or required by law.

You may opt out of receiving marketing information by notifying us accordingly using the details listed in section 11(a), or using any unsubscribe facility we provide for that purpose.

7. Disclosure of your personal information

We may disclose information to third party service providers, such as those who help us conduct our business, for example, our technology providers. We may also disclose information to third party service providers of subscribers to the Services who connect or integrate their account to that third party application.

We may disclose your personal information to a third party where:

- that third party is a group company of ours, in which case that group company will only use and disclose your personal information in accordance with this privacy policy as if a reference in this privacy policy to us included a reference to that group company;
- that third party is a contractor engaged to provide goods or services to us (including goods or services that assist us in providing the Services). This may include disclosure to contractors outside of Australia. Our agreements with such contractors require that they keep your personal information confidential, and that they only use or disclose your personal information for the purposes of providing those goods or services to us;
- if you are a job applicant, that disclosure is to your referees and third parties that we use as part of our recruitment process, including recruitment agencies, organisations that conduct competency tests, background assessments or similar, recruitment platform providers and law enforcement agencies (for example, to verify whether or not you have a criminal record);
- such disclosure is in connection with a potential or actual corporate merger, consolidation, restructuring, the sale of substantially all of our interests and/or assets, or other corporate change requiring the transfer of assets, including during the course of any due diligence process, to the purchaser or surviving entity; or
- you have consented for us to share the information for a particular purpose, or the disclosure is authorised by the Privacy Act or other applicable law, including:
 - to lessen or prevent a serious threat to life or health;
 - to protect the personal safety of users of the Services or the public;
 - if authorised or required by law;
 - if we have reason to suspect that unlawful activity has been, is being or may be engaged in;
 - to enforce the law or where necessary to investigate a suspected unlawful activity; or
 - where you would reasonably expect or we have told you that your personal information is usually used or disclosed to third parties in this way.

8. Access and correction of your personal information

We will, on request, provide you with access to the information we hold about you, including for the purpose of correcting or updating that information, unless there is an exception to such disclosure which applies under the Australian Privacy Principles (APPs).

If you require access to your personal information, please contact us using the details listed in section 11(a). Before we provide you with access to your personal information we will require some proof of identity. For most requests, your information will be provided free of charge, however, we may charge a reasonable fee if your request requires a substantial effort on our part.

If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the APPs (unless it would be unreasonable to do so).

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete, irrelevant or out-of-date, please contact us using the details listed in section 11(a), and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

9. How we hold and secure your personal information

The security of your personal information is important to us. We take reasonable steps to prevent the personal information we hold about you from misuse, interference or loss, and from unauthorised access, modification or disclosure. This includes the use of technologies and processes adopted by us and our third party technology providers such as access control procedures, network firewalls, encryption and physical security to protect the privacy of your personal information.

10. How we collect personal information from you

We will collect personal information from you in the following circumstances:

Property Management

- if you are a prospective or current landlord and you want us to manage your property, then we will collect personal information from you in order to identify you and the property;
- if you are a prospective or current tenant and/or you inspect any rental property, then we will collect personal information from you when you attend the property inspection; and
- if you are a prospective or current tenant and you want to rent a property, then we will collect personal information from you, usually at the rental application stage from the rental application and supporting documentation that you supply. If you are the successful tenant then we may also collect personal information from you during the continuation of any tenancy or lease agreement with the landlord.

Sales

- if you are a prospective or current vendor and you want us to act as your sales agent, then we will collect personal information from you in order to identify you and the property;
- if you are a prospective or current purchaser and you inspect any property, then we will collect personal information from you when you attend the inspection; and
- subject to the other provisions of this Privacy Policy, we may also collect personal information from you when you make any other enquiry with us about the property.

11. Links to other websites

Our Website and Services may contain links to other websites or third party systems or applications. When you access a website or applications outside the Services, we are not responsible for the privacy practices of that site or third party system or application. We recommend that you review the privacy policies of each website you visit or third party system or application that you use or access.

11.A How to contact us

If you have any queries or complaints with regard our collection, use or management of your personal information, please contact:

A: Privacy Officer, Richardson & Wrench Cabramatta

12 John Street , Cabramatta NSW 2166

E: Cabramatta@randw.com.au

T: 9755 5575

If you wish to make a complaint about an alleged breach of the Privacy Act, we ask that you send us your complaint in writing to the email address listed above. We endeavour to respond to complaints within a reasonable period (usually 30 days). If you are not satisfied with our response, you may make a complaint to the Office of the Australian Information Commissioner by phoning 1300 363 992 or by email at enquiries@oaic.gov.au.