



## **Website Privacy Policy Statement – Richardson & Wrench Hinchinbrook / Hoxton Park**

Cuatro Partners Pty Ltd trading as Richardson & Wrench Hinchinbrook / Hoxton Park  
ABN 48 600 951 504  
Privacy Policy

Richardson & Wrench Hinchinbrook / Hoxton Park ("we", "us", "our") is committed to protecting the privacy of personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, disclose, store, and manage personal information obtained through our website, property management, and sales activities.

### **1. What is Personal Information**

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

### **2. Personal Information We Collect**

We may collect personal information relating to website enquiries, landlords, tenants, buyers, sellers, and contractors, including contact details, identification information, financial details, and correspondence records.

### **3. Why We Collect Personal Information. In Clear, plain-English purposes such as:**

- leasing, sales and property management
- tenant screening and rental application assessment
- compliance with NSW Fair Trading, Property Stock & Agent Act Residential Tenancies Act and AML/CTF
- arranging inspections, maintenance and repairs
- trust accounting and rent disbursements
- record-keeping and dispute resolution
- marketing (with opt-out wording)

#### **4. Sensitive Information**

Sensitive information is only collected where reasonably necessary and handled in accordance with the Privacy Act.

#### **5. How We Collect Personal Information**

Information is collected via our website, online forms, rental application platforms, communications, and authorized third parties.

#### **6. How We Use Personal Information**

Personal information is used to sell, lease and manage properties, process applications, communicate with clients, arrange maintenance, and comply with legal obligations.

#### **7. Disclosure of Personal Information**

We may disclose information to landlords, tenants, buyers, contractors, service providers, advertising portals, and government authorities where required.

#### **8. Overseas Disclosure**

Some service providers may store data overseas. Reasonable steps are taken to ensure privacy compliance.

#### **9. Storage and Security**

We take reasonable steps to protect personal information through secure systems, restricted access, and secure disposal.

#### **10. Access and Correction**

Individuals may request access to or correction of their personal information.

#### **11. Complaints**

Privacy complaints can be made to us and, if unresolved, to the Office of the Australian Information Commissioner.

#### **12. Cookies and Analytics**

Cookies and analytics tools may be used to improve website functionality.

#### **13. Contact Us**

Richardson & Wrench Hinchinbrook / Hoxton Park  
4/441 Hoxton Park Rd, Hinchinbrook 2168 NSW  
ABN 48 600 951 504  
Email: [adminhhp@randw.com.au](mailto:adminhhp@randw.com.au)

Phone: 02 8873 7700

#### **14. Policy Updates**

This policy may be updated from time to time.

Last updated: 25.1.2026