

Location Property Agents Privacy Policy

Location Property Agents is committed to respecting your right to privacy and protecting your personal information. We adhere to the Privacy Act 1988 (Cth) (Act) and the Australian Privacy Principles set out in the Act.

We ensure that all officers, employees, and subcontractors are aware of and understand our obligations, as well as their own, under the Act. This is achieved through training and maintaining and implementing internal policies and procedures to prevent personal information from being collected, used, disclosed, retained, accessed, or disposed of improperly.

Scope of Policy

This Policy applies to all your dealings with us, whether in person, via telephone, email, correspondence, or our website and social media platforms.

Objectives

The purpose of this Policy is to:

- Give you a better understanding of the kinds of personal information we collect and hold;
- Communicate clearly how and when we collect, disclose, use, store, and handle personal information;
- Inform you about the purposes for which we collect, hold, use, and disclose personal information;
- Provide you with information about how you may access and correct your personal information;
- Inform you about how to make a complaint and how we will handle any complaints;
- Advise you on the circumstances in which we may disclose personal information to overseas recipients;
- Enhance the transparency of our operations.

Definitions

For the purpose of this Policy, the following terms have the meanings attributed to them by section 6 of the Act:

- **Health Information:** Information or opinion about an individual's health or disability, health services provided, genetic information, or other personal information collected in relation to health services.
- **Personal Information:** Information or an opinion about an identified individual, or an individual who is reasonably identifiable.
- **Sensitive Information:** Information or opinion about an individual's racial or ethnic origin, political opinions, religious beliefs, sexual orientation, criminal record, health information, genetic information, biometric information, or biometric templates.

Collection of Personal Information

We collect personal information to provide services to you. This includes but is not limited to:

- Name
- Date of birth
- Residential and postal address
- Email address
- Telephone numbers
- Occupation and business address
- Financial information, including employer details and income
- Details of spouse, dependents, and roommates
- Property ownership details

We do not ordinarily collect sensitive information unless it is necessary for our services and you consent to it, or we are required by law to collect it.

We collect personal information directly from you whenever possible, but sometimes from third parties or publicly available sources. If we receive unsolicited personal information, we will determine whether we could have lawfully collected it and, if not, will destroy or de-identify it.

You may choose to deal with us anonymously or under a pseudonym where lawful and practical.

Collection from Our Website

We collect personally identifiable information such as your email address, name, home or work address, and telephone number. We also collect anonymous demographic information and data about your computer hardware and software.

Information collected through our public discussion groups may be collected and used by others. We encourage you to review the privacy statements of websites you choose to link to from our site.

Use and Disclosure of Personal Information

Personal information collected by us will be used for purposes such as:

- Assisting you to buy, sell, or lease property
- Obtaining loans
- Coordinating repairs or maintenance

- Recording or accessing information at governmental agencies
- Managing client and business relationships
- Marketing products and services to you

We may disclose personal information to:

- Prospective buyers or sellers
- Legal advisors
- Financial institutions
- Insurance providers and brokers
- Utility providers
- Independent contractors and tradespeople
- Organisations involved in our business systems and procedures
- Real estate peak bodies and websites
- Law enforcement agencies

We will only use and disclose personal information for the primary purpose for which it was collected or for directly related purposes. We may share personal information with our related companies and may transfer information overseas, ensuring compliance with the Australian Privacy Principles.

Security of Personal Information

We store personal information securely in hard copy or electronic form. Measures to protect personal information include confidentiality agreements, secure storage, access controls, and electronic security systems.

Access and Correction of Personal Information

You may request access to personal information that we hold about you. We will acknowledge your request within 10 business days and provide access usually within 10 to 20 business days, depending on the complexity of the request.

If you believe your personal information is not accurate, complete, or up-to-date, please contact us.

Contacting Us

For any privacy-related inquiries, complaints, or requests for access or correction, please contact us at:

Address: 39 Woongarra Street, Bundaberg Central QLD 4670

Email: admin@locationpropertyagents.com.au

Phone: 07 4153 6192

Complaints

If you believe there has been a breach of the Australian Privacy Principles, you may complain to us. We will acknowledge receipt within 2 business days and aim to resolve the complaint within 20 business days. If not satisfied, you can contact the Office of the Australian Information Commissioner.

Review of Policy

This policy will be reviewed annually, following any information security incidents, significant system changes, or changes in relevant legislation.