

TOWN TO COUNTRY REALTY PRIVACY STATEMENT

1. Introduction

Town to Country Realty has held a position of trust and respect in the real estate practice. This trust and respect has been earned by complying with the highest standards of ethics and professionalism throughout all areas in which we service client and customer needs. Retaining it requires that we must always conduct our business in line with client and customer expectations and in accordance with statutory changes.

At Town to Country Realty we are committed to safeguarding your privacy by ensuring your information is protected in a way that observes our own corporate values, as well as complying with the requirements of the National Privacy Principles of the Privacy Act (c'th) 1988 as amended (the 'Act').

This policy sets out the minimum procedures for safeguarding your privacy.

2. Scope of Statement

This statement applies to Town to Country Realty ABN: 52 278 570 890

Most organisations in Australia must comply with the ten National Privacy Principles of the Act. The objective of the Privacy Act is to set a standard for protecting the privacy of all individuals. The National Privacy Principles are the requirements of them explained in the detailed section of this statement as follows:

2.1 Privacy and Firm's Corporate Relationship

Town to Country Realty is a private firm and is a member of Real Estate Institute of Queensland.

The owner of the firm is licensed Real Estate Agent under the provisions of the Property Occupations Act 2014.

Town to Country Realty offers a range of real estate services including the marketing and negotiation of the sale or leasing of residential, rural and the management of residential property.

3. Definitions

3.1 Personal Information

Your personal information includes details such as name, date of birth, contact details (such as phone and fax numbers, email addresses).

3.2 Sensitive Information

Sensitive information is a subset of personal information and by its "sensitive" nature may have potential to be used to discriminate against someone. Therefore, the recording of it has stricter requirements than other types of personal information.

Examples of sensitive information include, but are not limited to, personal information or opinions on your health, criminal records, sexual preferences, religion, political views etc. Sensitive information can only be recorded if it is relevant to do so and with your consent. Generally, sensitive information is not considered relevant to the assessment of tenancy applications or to the provision of most real estate services or contracts.

4. Town to Country Realty Privacy Principles

4.1 Collection of Personal Information (National Privacy Principle 1)

Where you have requested a service, Town to Country Realty collects your personal information where it is necessary primarily to identify you or your business entity and to assess and establish the service/s you have requested.

4.2 Your Rights and the Disclosure of Personal Information

You need not give personal information about yourself that may be requested by us to supply our services. However, without that information we may not be able to carry out our duties to our Principles (property owners) and or provide the services you requested.

4.3 Use of Information (National Privacy Principle 2)

Town to Country Realty collects your personal information and uses the information to provide services requested by you. We may use your personal information for related purposes, such as credit agency reference and tenancy references in accordance with National Privacy Principles. Your personal information may also be used to complete internal business functions such as auditing management reporting, research, product development and planning.

4.4 Disclosure of Information (National Privacy Principle 2)

In providing services, Town to Country Realty may disclose your personal information to organisations that carry out functions on our behalf or on behalf of Principles (property owners/clients/customers). This may include, but not be limited to, sales consultants, property managers, tradespeople, maintenance and cleaning contractors, pest controllers, service providers (water, electricity, sewerage and waste disposal, telephone etc), conveyancers and other services providers we may use in the provision of secondary services. This includes external auditors, computer and information technology service providers for computer, internet, network distribution and related functions.

Although Town to Country Realty undertakes its best endeavours to ensure your personal information is safeguarded in a manner consistent with its privacy policy and only used to carry out functions on its behalf, we cannot accept liability for any misuse of your personal information by those organisations or individuals.

Town to Country Realty may also use and disclose your personal information to complete business functions within Town to Country Realty such as internal auditing, performance reporting, research, product development and planning.

4.5 Marketing

Town to Country Realty do not use or disclose your personal information for direct marketing of any products or services.

4.6 Data Quality (National Privacy Principle 3)

Town to Country Realty must ensure your personal information collected, used or disclosed is at all times, accurate, complete and up to date.

You should advise us immediately when you become aware that any information we hold about you is incorrect or out of date. We undertake to amend our records as soon as practical after it is advised subject to the validity of the request being confirmed.

4.11 Identifiers (National Privacy Principle 7)

Identifiers are unique numbers that a Commonwealth Government agency has assigned to you. These include Medicare and tax file numbers and an organisation must not use government identifiers as its own identifiers for individuals.

Town to Country Realty is sometimes required to collect identifiers such as drivers licence number, passport number or credit card details for the purposes of identification and the security of the properties under our management. You may choose not to provide these details but we may then not be able to provide you with the service you request.

4.12 Anonymity (National Privacy Principle 8)

In complying with the National Privacy Principles, Town to Country Realty will allow its customers and clients to interact anonymously wherever it is lawful and practical to do so.

4.13 Trans Border (overseas) Data Flow (National Privacy Principle 9)

Should you request a transaction or service where personal information may be transferred to another country, your information may be transferred to a country that does not have the same privacy laws as Australia. This may occur in instances where you are negotiating or entering into an agreement directly or indirectly with a non-resident owner, vendor or purchaser and your personal details may be divulged.

4.14 Sensitive Information (National Privacy Principle 10)

If it is necessary to record sensitive information (such as health related information), we must obtain your specific consent to collect that information. Sensitive information is not generally required for most of the services we provide. You are entitled to access any information we record.

5. Information Required for Statutory Compliance Purpose

In addition to questions that Town to Country Realty may ask to ensure general statutory compliance there may be exceptional circumstances where the firm or its agents are required to seek additional information about you.

An example of this could be by way of an application, on your behalf, to the foreign investment review board. Town to Country Realty may also be required to pass on personal information to statutory authorities under the provisions of various Commonwealth and State Government Acts, i.e. Australian Bureau of Statistics, Valuer Generals Office, Australia Taxation Office etc.

6. Further Information or Questions

Our firm has trained its staff in accordance with the National Privacy Principles and has adopted procedures to ensure our compliance. However, should you have any questions or require further information please direct your inquiries to our office manager in the first instance. Our office manager will also provide you with contact details for the Privacy Commissioner.

Please note that the privacy policy may change from time to time. If you have any questions or comments about Town to Country Realty Privacy Policy, or if you want to access your personal information or make a complaint about how Town to Country Realty has handled personal information about you, please contact our privacy officer – Danielle English

Postal – 64 Grigg Street, Ravenshoe Qld 4888
Email – Danielle@towntocountry.net
Phone – 07 40976900

4.7 Data Security (National Privacy Principle 4)

Town to Country Realty will take all responsible steps to protect the personal information it holds from misuse and loss and from unauthorized access modification and disclosure. Your information may be stored in paper or electronic format.

Security measures implemented with respect to our IT systems will take account of internal and external recommendations, general industry practice and technological development in the provision of IT security services.

Town to Country Realty IT security measures include state of the art firewall technology, encryption of internet and phone services and will provide unique user identification and password codes to your accounts as new services come online.

When using our internet services, we may use "cookies" to ascertain product preferences and tailor future visits to the site to suit them. Most web browsers can be configured to not accept 'cookies'; however, the site functionality may be restricted as a result. Other than statistical information, we do not collect information about you throughout website, other than where you provide it.

4.8 Openness to Town to Country Realty Practices (National Privacy Principle 5)

Town to Country Realty has developed a policy and an internal operations manual that describes our information handling practices. Information in this statement gives you an overview into how we manage your personal information and your rights under the Act.

4.9 Access (National Privacy Principle 6)

You are entitled to access personal information we may hold about you. The type of information that you may request is your personal information as well as comments opinions and file notes that Town to Country Realty holds about you.

We will process your request within a reasonable time, generally seven days for a simple request. However, additional time may be needed depending on the nature of the request.

There is no fee for lodging a request for personal information and proof of identity will be a prerequisite to the acceptance of any application. However, Town to Country Realty reserves the right to recover reasonable costs associated with processing the request. You will be advised of the costs, if any before we proceed.

Town to Country Realty is not required to provide you with access to your information in some cases, i.e. where the law allows us to deny access. If we deny you access to your information you will be advised the reason why.

A request to access your personal information must be directed to our Office Manager.

4.10 Correction

You may ask Town to Country Realty to correct personal information we hold about you at any time. The firm undertakes to correct the information within a reasonable time provided it is satisfied as to the validity of the request being confirmed. If the validity of the request cannot be confirmed by Town to Country Realty will be advised that we have not acted on it and the reason why. If Town to Country Realty disagrees with your request to correct information it holds, you have the right to request a statement be held with that information noting your disagreement.