

Privacy Policy

Lea Taylor Pastoral Pty Ltd (LTP) is committed to respecting your right to privacy and protecting your personal information. We are bound by the Privacy Act 1988 (Cth) (**Act**) and the Australian Privacy Principles set out in the Act. We will ensure that all officers, employees and subcontractors are aware of and understand LTP's obligations as well as their own obligations under the Act.

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

The purpose of this Policy is to:

- Give you a better and more complete understanding of the kinds of personal information we collect and hold;
- Clearly and concisely communicate how and when we collect, disclose, use, store and otherwise handle personal information;
- Inform you about the purposes or which we collect, hold, use and disclose personal information;
- Provide you with information about how you may access your personal information, and seek correction of your personal information;
- Provide you with information about how you may make a complaint, and how we will deal with any such complaint; and
- Enhance the transparency of our operations.

Information Collection, Use and Disclosure

During the course of your involvement with LTP, we may collect, use or disclose personal information about you for the following purposes:

- Assisting you to sell you property;
- Assisting you to purchase a property;
- Assisting you to obtain a loan;
- Assisting you with payment or refund of a bond;
- Coordinating repairs or maintenance of a property owned or leased by your;
- Recording or accessing information at the Titles Registry Office or other government agency;
- Client and business relationship management;

The types of personal information we may collect, use or disclose about you includes but is not limited to:

- You full name;
- Your date of birth;
- Your residential address;
- Your postal address;
- Your email address;
- Your home telephone number;
- Your work telephone number;
- Your mobile telephone number;
- Your occupation and business address;

- Financial information including details of your employer, income, name of bank or financial institution;
- Details of your spouse, de facto, dependent children and roommates;
- Details of properties owned by you;

In order to provide products and services to you, we may disclose your personal information to the persons/organisations described below:

- In the event that you are a seller, we may disclose your personal information to prospective buyers of the property owned or leased by you;
- In the event that you are a buyer, we may disclose your personal information to the sellers of the property you are purchasing;
- Your legal advisor(s) and the legal advisor(s) representing the other party(s) involved in your transaction;
- Your financial institution and/or financial advisor;
- Insurance providers and brokers;
- Utility providers and utility connection service providers;
- Persons or organisations involved in providing, managing or administering your products service including independent contractors engaged by us as real estate agents;
- Tradespeople engaged by us to repair or maintain a property owned by you;
- Organisations involved in maintaining, reviewing and developing our business systems, procedures and infrastructure including maintaining or upgrading our computer systems;
- Persons or organisations involved in purchasing part or all of our business;
- Our related companies;
- Organisations involved in the payments systems including financial institutions, merchants and payment organisations;
- The Titles Registry Office or other government agencies;
- The Residential Tenancies Authority;
- Police;
- Tenancy information services or databases;
- Real estate websites;
- Real estate peak bodies;

Whenever it is reasonable or practicable to do so, we will collect your personal information directly from you. Sometimes it will be necessary for us to collect information from a third party or a publicly available source, such as a credit reporting agency or your legal adviser.

In the event that you do not consent to LTP collecting and releasing your personal information as described above, we may be unable to provide the services requested by you.

Access to, and correction of personal information

You have the right to request access to your information and to request that LTP update or correct your personal information. A charge may apply for providing access to your information.

Sensitive information

We will only collect sensitive information about you with your consent. Sensitive information is personal information that includes information relating to your racial or ethnic origin,

political persuasion, memberships in trade or professional associations or trade unions, sexual preferences, criminal record, or health.

Unsolicited information

If we receive unsolicited private information from you, we will as soon as practicable, but only if lawful, destroy the information or assure it is de-identified.

How we may change this statement

We reserve the right to amend or update this Statement so long as no change or amendment has a retrospective detrimental effect to your privacy rights.

Will we disclose the information we collect to anyone?

We do not sell, trade, or rent your personal information to others.

What happens if you want to complain?

If you have concerns about whether we have complied with the Privacy Act or this privacy policy when collecting or handling your personal information, please write to us at: sales@leataylorpastoral.com.au.

Your complaint will be considered by us through our internal complaints resolution process and we will try to respond with a decision within 45 days of you making a complaint.