



Privacy Policy

Pre-Sale Improvement Report Services

Version 1.0

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Controlled Document

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Confidential Business Document

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This document forms part of the Red Cardinal Building Solutions client documentation and should be read in conjunction with any associated service agreement, terms and conditions or report documentation where applicable.



Privacy Policy

1. Introduction

Red Cardinal Building Solutions (RCBS, we, us, our) is committed to protecting the privacy of the individuals we deal with, including real estate agents, property vendors and website visitors. This Privacy Policy explains what personal information we collect, why we collect it, how we use and store it, and the choices available to you.

RCBS is a small business operator for the purposes of the Privacy Act 1988 (Cth). Where our annual turnover falls below the threshold at which the Australian Privacy Principles (APPs) apply as a matter of strict legal obligation, RCBS nonetheless voluntarily adopts and follows the APPs as a matter of best practice and professional standard.

2. Scope

This Policy applies to personal information collected through the RCBS Agent Portal submission form, our website www.rcbsolutions.com.au, and any other direct communication with RCBS in connection with a Pre-Sale Improvement Report or Digital Assessment.

3. What Personal Information We Collect

Depending on how you interact with us, we may collect:

Referring agent details: agency name, agent name, position, office email, mobile and office phone, office address, and real estate licence number.

Vendor and property details supplied by the referring agent: vendor name, property address, sale objectives and reasons for selling (which may include sensitive personal circumstances such as divorce or a deceased estate), preferred timeframe, and an assessment of the likely buyer profile.

Property photographs and inspection notes submitted with a report request, which may incidentally include images of a vendor's personal belongings or property contents.

Payment information processed through our nominated payment provider at the time of booking. RCBS does not collect or store full card details on our own systems.

Standard website usage and analytics data (such as browser type and pages visited) collected via cookies, described further at section 12.

4. How We Collect Information

We collect personal information directly from the referring real estate agent via the online Agent Portal submission form, and through direct communications (email, phone or SMS) with agents and, where relevant, vendors, in connection with a report booking.



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5. Why We Collect and Use Your Information

We collect and use personal information to:

- prepare and deliver the Pre-Sale Improvement Report or Digital Assessment requested;
- communicate with the referring agent and vendor about a submission, booking or report;
- process payment and manage invoicing and business records; and
- comply with our legal, accounting and regulatory obligations.

6. Use of Artificial Intelligence Tools

Where a report includes AI-generated visualisation concepts, property photographs and related information may be processed using third-party artificial intelligence platforms in order to generate those images. RCBS takes reasonable steps to engage reputable AI service providers, however we cannot guarantee or control the internal data-handling practices of third-party AI platforms, which may process or store information on servers located outside Australia. By submitting photographs for a report that includes AI visualisation, the referring agent confirms they are authorised to share those images for this purpose.

7. Disclosure of Personal Information

We only disclose personal information to:

- the referring real estate agent and, where applicable, the property vendor;
- RCBS personnel and contractors who are bound by confidentiality obligations and require the information to prepare the report;
- our payment processor, solely to process payment for services booked;
- third-party AI service providers, solely as described in section 6; and
- any party where disclosure is required or authorised by law.

RCBS does not sell personal information to third parties, and does not use personal information for unrelated marketing purposes without consent.

8. Storage and Security

Personal information is stored using reputable cloud-based business platforms, including our form and booking platform, cloud file storage, and accounting or invoicing software. We take reasonable technical and organisational steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. No method of electronic storage or transmission is completely secure, and RCBS cannot guarantee absolute security.



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9. Data Retention

We retain personal information only for as long as reasonably necessary to fulfil the purposes described in this Policy, and to meet our legal and accounting record-keeping obligations. Where information is no longer required, it is securely deleted or de-identified.

10. Access and Correction

You may request access to, or correction of, personal information RCBS holds about you by contacting us at admin@rcbsolutions.com.au. We will respond to reasonable requests within a reasonable timeframe, subject to any applicable legal exceptions.

11. Complaints

If you have a concern about how RCBS has handled your personal information, please contact us first at admin@rcbsolutions.com.au so we can attempt to resolve the matter directly. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

12. Cookies and Website Data

Our website may use cookies and similar analytics technologies to understand website usage and improve visitor experience. You can adjust your browser settings to refuse cookies, though this may affect the functionality of the website.

13. Changes to This Policy

RCBS may update this Privacy Policy from time to time. The version published on our website at the relevant time is the version applicable to that engagement.

14. Contact Us

For any privacy-related question or request, please contact:

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