

## **Privacy Policy**

### *Coast & Co Property Management – Protecting Your Privacy*

#### **1. Introduction**

Coast & Co Property Management is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This policy outlines how we collect, use, store, and disclose your personal information, and your rights in relation to that information.

By engaging with our services or accessing our website, you consent to the practices described in this policy.

#### **2. What Information We Collect**

We may collect personal information including but not limited to:

- Full name, date of birth, and contact details
- Proof of identity documents
- Employment and income details
- Rental history and references
- Bank account and payment information
- Emergency contacts
- Tenancy-related communications and records
- Website usage data (via cookies and analytics)

#### **3. How We Collect Information**

We collect personal information through:

- Tenancy applications and lease agreements
- Property enquiries and inspection bookings
- Online forms, emails, phone calls, and SMS
- Website analytics and cookies
- Third-party platforms used for property management and marketing

#### **4. Why We Collect Your Information**

We collect, hold, use, and disclose your personal information to:

- Assess tenancy applications

- Manage rental properties and lease agreements
- Facilitate repairs, inspections, and maintenance
- Communicate with landlords, tenants, and service providers
- Comply with legal obligations and industry standards
- Provide updates, marketing, and service improvements

## **5. Disclosure of Personal Information**

We may disclose your personal information to:

- Property owners and landlords
- Tradespeople and contractors
- Tenancy databases (e.g. TICA, Equifax)
- Legal representatives, tribunals, and government agencies
- Insurance providers (for property-related claims)
- Other real estate agents or property managers (for references)
- Technology and cloud service providers (for secure data storage)

We will not disclose your information to overseas recipients unless required for service delivery and only where reasonable steps have been taken to ensure compliance with Australian privacy laws.

## **6. Security of Your Information**

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. This includes secure digital storage, restricted access, and regular system reviews.

## **7. Access and Correction**

You may request access to the personal information we hold about you, or request corrections if the information is inaccurate, incomplete, or outdated. Please contact us using the details below.

## **8. Website Analytics and Cookies**

Our website may use cookies and analytics tools to improve user experience and monitor site performance. These tools may collect non-identifiable data such as IP addresses and browsing behaviour. You can manage cookie preferences via your browser settings.

## **9. Complaints**

If you believe your privacy has been breached, please contact us. We will investigate and respond within a reasonable timeframe. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

## **10. Updates to This Policy**

We may update this Privacy Policy from time to time. Any changes will be published on our website. Continued use of our services after an update constitutes acceptance of the revised policy.

## **Contact Us**

### **Coast & Co Property Management**

Email: [admin@coastandcopm.com.au](mailto:admin@coastandcopm.com.au)

Phone: (08) 7134 2811

Address: 6/8 Old Coach Road, Aldinga, SA, 5173