

Privacy Policy Notice



We are committed to protecting your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

1. Collection of Personal Information

We may collect personal information including:

- Name, address, phone number, and email address
- Identification documents (e.g. driver licence, passport)
- Employment, income, and financial details
- Rental history and tenancy records
- Property ownership or management details
- Any other information necessary to provide real estate and property management services

2. Use of Personal Information

We use your personal information to:

- Manage tenancy applications and residential tenancy agreements
- Provide property management services on behalf of owners
- Conduct inspections, maintenance, and repairs
- Process payments, invoices, and trust accounting transactions
- Communicate with tenants, landlords, contractors, and service providers
- Comply with legal and regulatory requirements

3. Disclosure of Personal Information

Your personal information may be disclosed to:

- Property owners and authorised representatives
- Contractors, tradespeople, and service providers
- Tenancy databases and property management platforms
- Financial institutions and payment processors
- Government agencies, tribunals (including ACAT), or law enforcement where required by law

4. Security of Information

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure.

5. Access and Correction

You may request access to, or correction of, your personal information by contacting our office in writing.

6. Consent

By engaging our services or providing personal information, you consent to the collection, use, and disclosure of your information in accordance with this Privacy Policy.

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