

# Privacy Policy

**[Informproperty.com.au](https://informproperty.com.au)**

Buyers Advocacy | Leasing | Property Management

## Privacy Policy

### Protecting your privacy

Inform Property Group is committed to protecting your personal information. This policy outlines our approach to collecting, using, and managing your personal information in the context of property transactions and related services such as sales, rentals, leases, and property management.

We operate in accordance with the Privacy Act 1988 (Cth) and strictly adhere to the Australian Privacy Principles outlined in the Act when handling your personal information.

In this policy, "personal information" refers to any details or opinions about an identified individual or someone who can reasonably be identified, regardless of its accuracy or format. This definition encompasses not only general personal information but also sensitive information and health-related data.

Sensitive information includes details about an individual's health, race, ethnicity, political views, religion, philosophy, professional affiliations, sexual orientation, and criminal history. Health information covers aspects such as an individual's physical or psychological health, medical services received, and preferences regarding future healthcare.

### Who is Inform Property Group?

Inform Property Group Pty Ltd (ACN 674 752 964 and ABN 95 674 752 964)

### Why do we collect your personal information?

Inform Property Group needs to collect personal information about individuals who:

- apply or are associated with people who apply, for a tenancy;
- are currently renting a property we manage ;
- seek advice in relation to property investment or management;
- seek or receive services from us in respect of the purchase or sale of a property;
- seek or receive services from us in respect of the leasing or management of a property or property portfolio.

Additionally, we gather personal information about our staff and individuals associated with our contractors, business partners, and service providers.

**Inform Property Group uses the personal information it collects for different purposes depending on the services provided.**

- If you are a tenant or prospective tenant, we collect personal information for the purpose of assessing the risk of providing you with a tenancy, processing your tenancy application, preparing the lease or tenancy agreement, collecting rental payments and other purposes related to the establishment or management of your tenancy, including the connection of utilities.
- If you are a property owner, we collect personal information for the purpose of managing or selling your property or property portfolio and providing you with related services.
- If you are a purchaser or prospective purchaser, we collect personal information for the purpose of keeping you updated during the purchase process.
- If you are purchasing a property we manage, we collect personal information for the purpose of managing tenancy changes arising from the change of ownership.
- If you are a staff member or associated with a contractor or service provider, we collect personal information for purposes associated with your employment or managing the contract or services provided.

If the information we require is not provided, we may not be able to provide the services you want or to the level you want. For example, we may be unable to:

- properly assess a tenancy application, which may result in the application being declined;
- provide you with our property management, sales or other services;
- arrange for maintenance or repair of a property; or
- deal with enquiries and complaints.

**What personal information do we collect?**

The types of personal information Inform Property Group collects depends on the type of service sought or provided. To provide any of our real estate services, whether to a tenant or owner, we at least need to collect names and contact information. In addition, we also collect the following types of information:

With tenancy applications, we usually collect:

- identity verification information (e.g. driver licence or other ID details);
- emergency contact details;
- details of any current tenancy and/or rental history;
- details of current home ownership;
- if you are employed, details of current and previous employment (including information about your employer(s) and the income received)
- if you are self-employed, information about your business and business advisors (e.g. solicitor or accountant);
- if you are a student, information about your place and course of study, income and parents;
- if you are in receipt of social security or other benefits, details of the type and amount of benefit;
- details of vehicle and pet ownership where applicable; and
- names and contact details for referees.

In the case of new or established tenancies, we may need to collect:

- information about your use of the property (for example to provide maintenance or utility connections); and
- sensitive or health information (for example if there are special circumstances that you would want taken into account by the property manager or owner).

In the case of property owners or purchasers, we usually need to collect:

- emergency contact information;
- information about the property;
- banking details; and
- if we are providing advice about property for investment purposes, financial information.

Where it is practicable to do so, we will allow individuals to deal with us anonymously or using a pseudonym. However, this will ordinarily only be possible in the case of very general or preliminary enquiries.

### **How do we collect the personal information?**

Where possible, we will collect your personal information directly from you. We may do this in person, in writing, by telephone, email and through our website.

For prospective tenants, personal information will mainly be collected through online or hard copy tenancy application forms when applying to rent a property.

For property owners, personal information will mainly be collected when the owner or agent asks us to sell or manage a property on the owner's behalf.

We may also collect personal information indirectly, including from:

- prospective tenants that provide us with personal information about another applicant, emergency contact or referee on a tenancy application form;

- mercantile agents, tenancy databases, courts, tenancy tribunals, rental bond authorities or insurers in respect of a tenant;
- an estate agent who has engaged us to manage a property; and
- utilities, tradespeople and contractors who are providing services in relation to a property.

We rely on tenants, prospective tenants and owners to ensure that, if they provide personal information about a third party, they obtain that third party's consent or if that is not practicable, that they make the third party aware of the fact that their personal information has been provided to Inform Property Group.

### **What do we tell you about our collection of personal information?**

When we collect personal information, we are required to take reasonable steps to ensure that the individual is aware of certain details relating to the collection of personal information. We are required to do this whether we collect the information directly or indirectly via a third party.

Usually, Inform Property Group does this by ensuring that a 'collection statement' is provided at the time the personal information is collected. Usually the statement is printed on or provided with the hard copy application form or linked to the online portal through which the information is collected. The information may also be included in a recorded message given when you deal with us by telephone.

The collection statement will usually include information about the purposes for which we are collecting the information in the particular circumstances, the types of organisations that such information may be disclosed to, the consequences of us not being able to collect the information and whether there is any legal requirement for the information to be collected.

We may also inform people about our collection of personal information by other means, including through the media, through mail-outs or notices published on our website.

### **Use and disclosure of personal information**

Inform Property Group only uses and discloses personal information it collects for purposes that are related to the services it provides.

Depending on the type of services, we may use your personal information for the following purposes:

- assessing a tenancy application;
- managing a tenancy;
- effecting or assisting with the rental, financing, sale or purchase of a property;

- managing or assisting with a property portfolio;
- enforcing a tenancy agreement;
- effecting payment or refund of a bond;
- resolving tenancy disputes;
- arranging repairs or maintenance of a property;
- arranging services or utility connections;
- recording or accessing information with residential or retail tenancy authorities, land title registries or other government agencies;
- recording or accessing information on tenancy information services or databases;
- client and business relationship management; and
- marketing of related products and services (e.g. property insurance products).

It is our general policy not to disclose your personal information to external organisations. However, Inform Property Group may sometimes need to disclose personal information to third parties for the purposes set out above. In particular, we may disclose personal information to:

- tenants and prospective tenants;
- people listed as co-tenants and agents of a tenant;
- property owners and purchasers and their lawyers, advisers and contractors;
- estate agents who engage us to sell or manage properties;
- utilities, tradespeople and contractors who provide services in relation to a property);
- rental bond authorities and insurance providers;
- tenancy tribunals and courts;
- tenancy database operators;
- mercantile agents;
- referees you have nominated; and
- media organisations, in connection with advertising or publicising a property.

When we collect personal information using our standard application forms, we may require you to consent to us making some or all of these disclosures. Where we disclose information to third parties, we seek to ensure that they do not use personal information for anything other than the purpose for which we supplied that information to them.

If you subscribe to Inform Property Groups mailing list, we may use your contact details to send you news and information about Inform Property Group and details of products and services that we think may be of interest. Where we do this electronically, we will provide you with a functional opt out facility. If at any time you decide that you no longer wish to receive this sort of information, please let us know and we will remove your details from the mailing list.

However, if the law requires us to provide you with information about our products or services, we will provide that information to you even if you have elected not to receive information about those products or services generally.

Inform Property Group may disclose personal information to other persons or organisations if required to do so by the order of a court or tribunal or if the disclosure is otherwise authorised or required by law. For example, disclosure may be authorised or required where it is necessary to:

- eliminate or minimise a risk to public health or safety
- investigate or deal with unlawful activity or serious misconduct;
- locate missing persons; or
- establish or defend a legal claim.

Apart from the circumstances outlined above, your information will only be seen or used by persons working in or for Inform Property Group.

### **How do we hold and manage personal information we collect?**

Inform Property Group holds personal information in hard copy files and in electronic databases. Our information systems and files are protected from misuse, interference and loss and from unauthorised access, modification and disclosure by a range of security measures. Some of the ways we protect personal information include:

- securing premises both externally and internally;
- password protected electronic systems and technology products to prevent unauthorised computer access or damage to electronically stored information, such as requiring identifiers and passwords, firewalls and antivirus software;
- having internal policies which provide that staff and service providers have access to areas of our network only to the extent necessary for them to perform their role;
- determining levels of access to electronic systems at senior management level;
- maintaining physical security over hard-copy records; and
- providing Inform Property Group staff with training in relation to privacy obligations and requiring them to comply with this policy.

Inform Property Group relies on the personal information it holds in conducting its business. Therefore, we make every effort to ensure that the personal information we hold remains up-to-date and is used and disclosed appropriately. We provide tenants and owners with the opportunity to update personal details. We periodically review our databases to ensure that that this information remains accurate, complete and up-to-date. To do this, we will ask you to inform us if there are any changes to your personal information.

If any of the information we are holding is inaccurate, incomplete or out-of-date, we will take reasonable steps to correct, complete or update it. Staff are required to delete or archive material that is no longer required for ongoing provision of products or services. Information that is not required for operational purposes is archived. Personal information that is not required by law to be retained will be deleted.

Accessing and correcting personal information we hold about you

Subject to any legal restrictions, Inform Property Group will let you know what personal information it holds about you if you ask. If your request is particularly complex or requires detailed searching of our records, there may be a cost to you in order for us to provide this information.

If you believe there are errors in our records about you, please let us know and we will investigate and correct any inaccuracies.

All requests for access to personal information held by us should be made in writing to the Privacy Officer at the addresses set out below. If you want to access personal information on behalf of another person, you will need to provide a signed written consent from that person.

### **Dealing with Inform Property Group online**

This policy also applies to personal information that you email to Inform Property Group or provide when using our website.

There are inherent risks in transmitting information across the internet. Inform Property Group cannot ensure the security of personal information transmitted to us via online channels. Inform Property Group use SSL security to encrypt data sent over the internet for the owners online portal and smartphone apps. Once we receive personal information online, we take steps to protect that information from misuse, loss, unauthorised access, modification and disclosure in accordance with this policy. If you are concerned about conveying personal information to Inform Property Group over the internet, you may prefer to contact us by telephone, fax, mail or in person at your local Inform Property Group office.

Our website uses cookies and web beacons. A cookie is a small piece of code that is placed on your computer. A web beacon is a piece of code that is placed on each page that communicates the cookie's content once the page is visited. Cookies and web beacons may collect the information about:

- each page of the website that you visit;
- your server address;
- the type of browser you are using;
- your operating system;
- your top level domain name;
- the date and time that each page is accessed; and
- documents that you download.

Use of cookies and web beacons does not involve the retrieval or recording of any personal information (such as a name or email address) by Inform Property Group. To the extent that this data could make you identifiable, Inform Property Group will not attempt to identify you from these records.



Search terms that you enter when searching our publications database engine are collected, but are not associated with any other information that we collect, hence the user is not identifiable. We use these search terms to ascertain what users are looking for on our website and to improve the services that we provide.

The information is used for the purpose of statistical usage analysis or systems administration.

This policy does not apply to, and Inform Property Group is not responsible for, the use of or the protection of information provided to other websites linked to our website.

### **Complaints and further information**

If you believe your privacy has been interfered with and want to make a complaint, please contact our Director. The Director will investigate your complaint and notify you of the outcome. If your complaint indicates that there has been an interference with your privacy by a person other than Inform Property Group, the Privacy Officer may discuss the complaint with that other person in an attempt to resolve it.

If you are not satisfied with the outcome of your complaint or the way we handle it, you may make a complaint to the Office of the Australian Information Commissioner at [OAIC.gov.au/privacy/making-a-privacy-complaint](http://OAIC.gov.au/privacy/making-a-privacy-complaint)

If you would like further information on our privacy policy or if you have any concern about the protection of your personal information, please contact:

**Inform Property Group Pty Ltd**

**Director & Officer in Effective Control – Joshua Shenouda**

**via email** at [hello@informproperty.com.au](mailto:hello@informproperty.com.au)

**Mobile** 0404 815 167