

Privacy Statement

Ken Preston Real Estate Pty Ltd is committed to protecting your privacy and your personal information and aims to maintain a high standard of compliance with the Privacy Act 1988 (Commonwealth) as amended by the Privacy Amendment (Private Sector) Act 2000, and the National Privacy Principles. This Privacy Statement forms part of the Ken Preston Real Estate Pty Ltd Privacy Policy and is intended to inform you about the following:

- How Ken Preston Real Estate Pty Ltd collects your personal information;
- What type of personal information Ken Preston Real Estate Pty Ltd collects;
- The purposes for which Ken Preston Real Estate Pty Ltd uses that information;
- How Ken Preston Real Estate Pty Ltd maintains and keeps the information secure; and
- How you may access, correct or update any personal information that Ken Preston Real Estate Pty Ltd holds about you.
- How does Ken Preston Real Estate Pty Ltd collect personal information about me?

In its marketing activities, Ken Preston Real Estate Pty Ltd may access various databases in the public domain, such as Telstra White Pages, Australia Post DPID database, Titles Office or other property databases. Ken Preston Real Estate Pty Ltd may also obtain referrals and recommendations from existing clients.

When you become a client or prospective client of Ken Preston Real Estate Pty Ltd, most of the personal information about you is collected by Ken Preston Real Estate Pty Ltd either directly from you, or indirectly from government databases such as the previously mentioned examples.

As part of its due diligence process, prior to entering into lease or rental agreements with you, Ken Preston Real Estate Pty Ltd may use authorised credit-checking agencies.

What type of personal information does Ken Preston Real Estate Pty Ltd collect about me?

Ken Preston Real Estate Pty Ltd may collect any of the following information about you if you are a prospective Vendor or Purchaser of Real Estate:

- Contact details
- Property ownership details
- Desired property ownership details
- If you are a prospective tenant for Real Estate Rental or Lease, Ken Preston Real Estate Pty Ltd may collect the following information from you:
- Employment details such as your employment status, employer, salary, length of employment;
- Other sources of income;
- Personal and Financial Referees whom we may contact;

Sometimes Ken Preston Real Estate Pty Ltd may also need to ask you for other personal information to enable Ken Preston Real Estate Pty Ltd to provide its services to you.

Why does Ken Preston Real Estate Pty Ltd collect this information?

Ken Preston Real Estate Pty Ltd collects this information to:

- Enable Ken Preston Real Estate Pty Ltd to provide you with the services and/or products you may require.
- To comply with Local, State or Federal legislation or regulations with respect to Real Estate property sales, rental and administration.
- Enable third party partner businesses to assist you with related or ancillary services, as required.

How does Ken Preston Real Estate Pty Ltd use the personal information held about me?

Any personal information about you that Ken Preston Real Estate Pty Ltd collects and records will only be used or disclosed by Ken Preston Real Estate Pty Ltd lawfully and by fair means for the purpose of:

- compliance with our and your obligations under real estate regulations and laws applicable for Victoria, including the Sale of Land Act (Vic) 1962, Residential Tenancies Act 1997 (residential tenants), Retail Tenants Reform Act 1998 (commercial tenants), The Subdivision Act 1988 (body corporate) and other various minor acts.
- helping Ken Preston Real Estate Pty Ltd efficiently and effectively deliver and improve on Ken Preston Real Estate Pty Ltd products and services or any other purpose specified to you at the time of collection; or
- any other purpose if you would reasonably expect Ken Preston Real Estate Pty Ltd to use or disclose that personal information for that other purpose and that other purpose is related to the above purpose; or
- sending you news, and other information about Ken Preston Real Estate Pty Ltd activities and general promotional material which Ken Preston Real Estate Pty Ltd believes may be of interest to you, however, when Ken Preston Real Estate Pty Ltd does this, Ken Preston Real Estate Pty Ltd will provide you with an express opportunity to decline receiving any further communication from Ken Preston Real Estate Pty Ltd of this type via an opt-out mechanism.

If Ken Preston Real Estate Pty Ltd wishes to use or disclose any of your personal information in any other ways than described above, Ken Preston Real Estate Pty Ltd will not do so unless:

- Ken Preston Real Estate Pty Ltd has your express consent to do so;
- Ken Preston Real Estate Pty Ltd has reasonable grounds to believe that the use or disclosure is necessary to prevent a threat to life or health; or
- Ken Preston Real Estate Pty Ltd has reasonable grounds to believe that the use or disclosure is required by law or to enforce the law.

Can I be anonymous when I deal with Ken Preston Real Estate Pty Ltd?

To some extent you can preserve your anonymity when you deal with Ken Preston Real Estate Pty Ltd. You can visit our website without providing any personal information, you can access our real-estate advertising in various publications including our Property Weekly magazine, and you can attend auctions without providing personal details.

However when you enter into transactions with Ken Preston Real Estate Pty Ltd, that involve the sale, purchase or rental of real estate property, then various Acts, statutory legislation and regulations require you to provide us with personal information so as to identify you.

What happens if I want to access or correct the personal information held about me?

You may access your personal information held by Ken Preston Real Estate Pty Ltd, subject to some exceptions. We will respond to your request for access within 14 days and endeavour to provide the requested information within 30 days.

We may not be able to provide access to information in some situations including:

- Where in our opinion providing you access may create a serious threat to the life or health of any individual or may be an unreasonable intrusion into the privacy of another individual;
- Where your request for access is in our opinion frivolous or vexatious; or
- Where providing access would be unlawful, may prejudice an investigation of possible unlawful activity, may prejudice enforcement of law, or denying access is specifically authorised by law.
- If for any reason Ken Preston Real Estate Pty Ltd does not allow you to access your personal information, Ken Preston Real Estate Pty Ltd will provide you with reasons in writing for its decision.

Does Ken Preston Real Estate Pty Ltd provide my personal information to third parties?

There are some instances when we need to provide your personal information to third parties. We may be bound by law to provide your details to government-related bodies including but not limited to the Titles Office or the Residential Tenancies Bond Authority.

Sometimes we may need to outsource some of our administrative and other property-related functions to external organisations such as Advertising Agencies, Signwriters, building and garden maintenance contractors, or consultants such as accountants, lawyers, surveyors and other advisors. Most of the above organisations are bound by express or implied confidentiality obligations to Ken Preston Real Estate Pty Ltd.. We may also need to provide you details to Franchisees of Ken Preston Real Estate Pty Ltd.

Ken Preston Real Estate Pty Ltd does not sell your personal details to other organisations. We may however use the information about you to assist us with internal marketing and research.

How does Ken Preston Real Estate Pty Ltd keep my personal information secure?

Ken Preston Real Estate Pty Ltd will take reasonable steps to ensure information Ken Preston Real Estate Pty Ltd collects, uses or discloses is stored in a secure environment that is accessed only by persons authorised by Ken Preston Real Estate Pty Ltd so as to prevent misuse, loss or unauthorised access, modification or disclosure. If the personal information is no longer needed for any purpose, Ken Preston Real Estate Pty Ltd will take reasonable steps to destroy or permanently de-identify the personal information. Ken Preston Real Estate Pty Ltd endeavours to provide a secure environment and a reliable system but you should be aware that there are inherent risks associated with the electronic storage and transmission in information (particularly via the Internet) which cannot be guaranteed to be 100% secure. Who do I contact for further information? Our Privacy Officer can assist you with any enquiries you have about the information that we hold about you and can be contacted on (03) 5444 5113 from 9.00am to 5.00pm (Melbourne time), Monday to Friday.

What if I have a complaint or concern?

If you have a complaint or concern you can phone the Ken Preston Real Estate Privacy Officer on (03) 54 44 5113 or write to the Privacy Officer at 32 Nish Street, Flora Hill. We will do our best to try and resolve your complaint within 90 days.

What if you are unable to resolve my complaint or concern?

If we are unable to resolve your complaint within this time, or you are unhappy with the outcome, you may refer your complaint to the Privacy Commissioner in your State Capital. The Privacy Commissioner can be contacted by telephone from anywhere in Australia for the cost of a local call on 1300 363 992, or you can write to the Privacy Commissioner at the following address:

The Office of the Federal Privacy Commissioner
GPO Box 5218
Sydney NSW 1042
Fax : (02) 92849666
e-mail privacy@privacy.gov.au

TTY:1 800 620 241 (Teletype access for the hearing impaired)