



# PRIVACY POLICY

## General

This policy governs the collection and use of your personal information by the Key2 Realty and its employees (Key2 Realty). This policy is a statement of commitment by Key2 Realty to comply with the applicable privacy legislation – the Federal Privacy Act and the Australian Privacy Principles (APPs). From time to time this policy will be reviewed and updated, without notice to you. Revised policies will be posted on our website at [www.key2realty.com.au](http://www.key2realty.com.au).

## How we collect personal information

Generally we collect personal information directly from you in person, at property inspections, by telephone, letter, fax, email or when you provide it to us through our website, by entering competitions, promotions or requesting information or material from us, completing surveys or providing feedback. Sometimes Key2 Realty will collect your personal information from third parties in the course of verifying and evaluating tenancy applications and managing tenancy arrangements, and in carrying out agency services for a client, including through property searches. For example, we may need to collect personal information from a credit reporting agency, your representative (such as a legal adviser), your financial adviser, your employer or publicly available sources of information or any other organisations where you have given your consent.

## What personal information we collect

Generally we collect your name, address, telephone numbers, email addresses, occupation, financial information and any other information about you to enable us to assess your needs in relation to real estate and associated products and services. We also collect information that is required for use in the business activities of Key2 Realty. When you visit our website, we may collect the following non-personally identifiable information, including but not limited to: browser type, version and language, operating system, pages viewed while browsing the website, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalised content to you while you are at the site. Our websites may contain links to third party websites. Key2 Realty is not responsible for the privacy, security or handling of your personal information via those websites. You should review the privacy policy and terms of use for those websites each time you visit them.

## How we use information collected

We use your personal information to provide and promote Key2 Realty services to you, including:

- conducting our business, including property management and sales, processing tenancy applications, managing tenancy relationships and arranging repairs and maintenance at the tenanted property;
- promoting and marketing our services and the products and services of third parties (we will only use your personal information for this purpose and will not disclose it to third parties);
- communicating information about our products and services to you; and
- for our internal administrative, planning, development and research requirements.

We may use and disclose your personal information for the purposes for which it was collected and for related purposes, for example:



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- regulatory and contractual reporting and compliance
- developing, improving and marketing our products and services;
- servicing our relationship with you by providing updates and marketing to you;
- involving you in market research and surveying you;
- analysing trends in sales.

### **Disclosure of information**

We may disclose your personal information as permitted or required by law, to regulatory bodies and law enforcement and to third party service providers. Where we act as agent in collection of your personal information we collect the information on behalf of the parties for whom we act as agent both for our purposes and for their internal purposes. Where we contract with third parties to perform services for Key2 Realty, those third parties may handle your personal information and must only use the information for the purposes for which it was supplied although we are not be responsible for ensuring this.

### **Accessing your information**

You have the right to request access to your personal information in accordance with applicable privacy legislation. We may recover from you our reasonable costs of supplying you with access to this information. You can ask for information about you to be corrected, if it is inaccurate, incomplete or out of date. Where requested, Key2 Realty will take reasonable steps to correct the information.

### **How your information is Stored**

(a) We take reasonable steps to securely store personal details and information. This includes electronic and physical security measures, staff training, use of password protection software. Details of our security systems are available by contacting our Privacy Officer.

(b) When the personal information that we collect is no longer required, we will remove or de-identify the personal information as soon as reasonably possible. We may, however, retain personal information for as long as is necessary to comply with any applicable law, for the prevention of fraud, for insurance and governance purposes, in our IT back-up, for the collection of any monies owed and to resolve disputes.

### **Marketing and opting out**

(a) We do not use Sensitive Information for marketing purposes.

(b) If at any time you no longer wish to receive any additional marketing material from us or do not want your information disclosed for direct marketing purposes, contact our Privacy Officer via email at [info@key2realty.com.au](mailto:info@key2realty.com.au) with the subject UNSUBSCRIBE and we will remove your details from our marketing database.



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## **Complaints or Concerns**

If you believe there has been a breach of the APPs, you are entitled to complain to us. Please direct any complaints to our privacy contact below. We will investigate your complaint and endeavour to resolve it.

The Privacy Officer  
Key2 Realty PO Box 366 Gosford NSW 2250  
Ph: 02 4326 5566  
Email: [info@key2realty.com.au](mailto:info@key2realty.com.au)

If you consider that we have not dealt with your complaint adequately, you may complain to the Office of the Australian Information Commissioner on the below details:

**Post:**  
Office of the Australian Information Commissioner (OAIC)  
GPO Box 5218  
Sydney NSW 2001

## **How does this policy change over time?**

Key2 Realty may change this Privacy Policy from time to time. Any updated versions of this Privacy Policy will be posted on our website without reference to you and will be effective from the date of posting.

This privacy policy was last updated on 28 February 2019.

Although Key2 Realty intends to observe this policy at all times, it is not legally binding on Key2 Realty in any way. From time to time Key2 Realty may regard it as necessary or desirable to act outside the policy. Key2 Realty may do so, subject only to any other applicable contractual rights you have and any statutory rights you have under the Act or other applicable legislation.

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