



# PRIVACY POLICY

## INTRODUCTION

The team at Hennessy Real Estate are committed to delivering an exceptional client experience and are a trusted Real Estate Agency. An integral part of ensuring that we deliver an exceptional client experience is making sure we protect any personal information held by the agency. We do this in accordance with the National Privacy Principles contained within the Privacy Act 1988 (Cth)

## COLLECTION OF PERSONAL INFORMATION

At times it is necessary to collect personal information directly from an individual, however we may also collect information from a variety of sources such as:

- Your representatives eg Solicitors, accountants, financial advisors
- From our website and other electronic communications including emails
- Publicly available sources of information
- Our own records
- From our employees
- From our suppliers
- From private vendors

## WHAT INFORMATION DO WE COLLECT

The personal information we collect will depend on the Service or Services we provide to you. It may include:

- Your name, residential or business address, contact phone numbers, email address
- Family Details
- Employment Details
- Financial and Credit Related Information
- Value of your property
- Insurance Details
- Sensitive Information
- Information in respect to a will or estate
- References (Eg to support rental applications)
- Copies of Photo Identification
- Other personal information relevant to the service we are providing you



## **USE AND DISCLOSURE OF PERSONAL INFORMATION**

We will only use and disclose your personal information for the purpose for which it was intended, such as:

- Assisting you with the sale of a property
- Assisting a third party purchase your property
- To assist you purchase property
- To 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 leasing or management of a property or property portfolio.
- For administrative purposes, such as data processing, printing or mailing

## **YOUR ACCESS RIGHTS TO THE PERSONAL INFORMATION WE HOLD**

Subject to any legal restrictions, Hennessy Real Estate will make known to you any personal information held by the agency upon request, amend or update any personal information if necessary. Requests should be made in writing.

## **HOW WE STORE YOUR PERSONAL INFORMATION**

We take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or exposure. This includes electronic and physical security measures, staff training and password protection.

Access to information stored electronically is restricted employees to those whose job requires access to the information.

If we no longer need your personal information, we destroy or remove the identity information.

## **MARKETING AND OPTING OUT**

We do not use Sensitive Information for marketing purposes.

If you do not wish to receive marketing material from Hennessy Real Estate, kindly notify us and we will unsubscribe you.



## **CHANGES TO OUR PRIVACY POLICY**

Hennessy Real Estate reserves the right to make amendments to this privacy policy as required to ensure that we remain compliant with current legislation and codes of practices.

## **CONTACT US**

Should you have any questions regarding this Privacy Policy or have any other concerns, please contact us, contact details are as follows;

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