

PRIVACY STATEMENT

Lockett Real Estate recognises that your privacy is very important and we are committed to protecting personal information we collect from you. The Privacy Act 1988, Australian Privacy Principles and registered privacy codes govern the way in which we must manage your personal information. This policy describes how we collect, use, disclose and otherwise manage personal information about you.

1. Collection of Personal Information:

Types of information collected

We may collect and hold personal information about you, that is, information that can identify you, and is relevant to providing you with the services or products you are seeking. This information may include details such as home address, phone numbers, products and services you are interested in or require more information about.

The choice of how much information you provide to us is yours. We seek this information either to process your request for information and provide that information to you.

Method of collection

Personal information will generally be collected directly from you through the use of any of our standard forms, over the internet, via email, or through a telephone conversation with you. We may also collect personal information about you from third parties acting on your behalf.

We also collect information from subscribers (persons registering their details with us through the website) or website visitors for the purpose of improving our quality and effectiveness and to provide you with information. We welcome feedback from you about all aspects of its website. We store feedback that users send to us. This feedback is used to administer and refine our service. We may also use the information to improve or promote this site. We will not publish your name in connection with any information you provide without your permission.

There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Purpose of collection

The personal information that we collect and hold about you, depends on your interaction with us. Generally, we collect, use and hold your personal information for the purposes of:

providing products or services to you;

providing you with newsletters, information and other communications;

providing you with information about other services that we offer that may be of interest to you;

involving you in promotions and other initiatives undertaken by us;

Failure to provide information

If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

Internet users

How do we use and disclose Personal Information?

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above).

Security of your information

We store your personal information in different ways, including in paper and electronic format. We take reasonable steps to ensure the security of all information we collect from risks such as loss or unauthorised access, destruction, use, modification or disclosure of data. For example, your personal information is maintained in a secure environment which can be accessed only by authorised personnel. However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure. These activities are undertaken at your risk.

Changes to this Privacy Statement

This privacy policy may change from time to time particularly as new rules, regulations and industry codes are introduced.

Complaints and feedback

If you wish to make a complaint about a breach of the Privacy Act, Australian Privacy Principles or a privacy code that applies to us, please contact us and we will take reasonable steps to investigate the complaint and respond to you. If you are not happy with our response, you are welcome to refer your complaint to the Privacy Commissioner in your State capital.

Privacy Commissioner contact details:

The Office of the Federal Privacy Commissioner,
GPO Box 5218,
SYDNEY. NSW. 1042.
Telephone : 1300 363 992 Email: enquiries@oaic.gov.au

