

PRIVACY STATEMENT

Creer & Berkeley (Charlestown) Pty Limited ACN 097 557 545 and any related companies (referred to in this document as we, us or our) recognises that your privacy is very important and we are committed to protecting personal information we collect from you. The *Privacy Act 1988 (Cth)* (Privacy Act) governs the way in which we must manage your personal information. Our Privacy policy complies with the Privacy Act and in addition the set of principles we have adopted in our policy is consistent with the Australian Privacy Principles (APP's) as amended in March 2014.

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 we provide.

This information may include:

- (a) Personal details such as your name, age, gender;
- (b) Your contact information;
- (c) Your identification documentation;
- (d) Your family details;
- (e) Your employment details;
- (f) Your financial information including values of property you own;
- (g) Insurance details;
- (h) Your banking details;
- (i) Your references (for example to support an application);

Method of Collection

We will generally collect personal information directly from you through the use of our standard forms, the internet, via email, or over the telephone. We may also collect personal information about you from your representatives whose details you provide to us (for example solicitor, accountant, employer and referees).

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



We may collect information from, for example, Strata or Body Corporate Managers and on-site Managers and publicly available sources of information including social media.

If you provide us with information about another person you represent and we accept it on the basis that you are authorised to do so and that the relevant person has consented to the disclosure to us.

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 purpose of:

- Processing of any request or enquiry by you;
- Facilitating the sale, purchase, advertising of properties and businesses;
- Recording persons entering a property (for example to inspect or appraise);
- Facilitating the leasing of properties and acting as property manager;
- For our internal business operations;
- Complying with our legal obligations;
- Providing your contact details to our partners and contractors who provide us with services;
- Maintaining and updating our business infrastructure and systems;
- Insurance and governance purposes.

Failure to provide information

The choice of how much information you provide to us is yours. If the personal information you provide to us is incomplete, inaccurate or is not up to date, we may be unable to provide you with the service you are seeking.

Internet Users

If you access our website, we may collect additional personal information about you in the form of your IP address or domain name. Our website may use cookies from time to time. We may collect and store information about your visit to our website, including the name of the domain from which you accessed the internet, the date and time you accessed the website, the internet address of the website from which you linked directly to the website and the pages you accessed while visiting the website. This information does not in itself identify you and is used to measure the number of visitors to the website and how it is navigated.

2. How do we use and disclose Personal information

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

- To our employees for the purpose of performing their duties;
- To third party service providers (such as contractors or tradesman) who assist us in operating our business;
- Where disclosure is required by law;
- In circumstances where the disclosure will prevent or lessen a serious or imminent threat to someone's life or health;
- In circumstances where you agree to the disclosure;
- In circumstances where you would reasonably expect information of that kind to be passed on;

3. 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 the 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. We also provide staff training in information security.

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 own risk.

4. Access and correction of personal information

If you wish to request access to your personal information that we hold please send an email to the contact address shown on this website and we will respond within a reasonable period. We may decline a request for access to personal information in circumstances prescribed by the Privacy Act, and if we do, we will notify you of the reasons for the refusal (unless it would be unreasonable to provide those reasons). If you believe the personal information we hold about you is incorrect, incomplete or out of date, please advise us and we will update it. We will take reasonable steps to correct the information so that it is accurate, complete and up to date. If we do refuse to correct your personal information, we will advise you of the reasons for our refusal (unless it would be unreasonable to provide those reasons) and advise you of the options available to you to make a complaint.

5. Links to other Websites

Our website may contain links to other websites. We are not responsible for the privacy practices or content of linked websites. It is your responsibility to investigate the privacy policies of those other sites.

6. Changes to this Privacy Policy

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

7. Complaints and feedback

If you would like further information or have any queries or concerns about our privacy policy or the way we handle your personal information, please contact our privacy officer at:

Address to: Privacy Officer

Street Address: Suite 1, 215-217 Pacific Hwy Charlestown NSW 2290.

Postal Address: PO Box 355, Charlestown NSW 2290

Email address: info@creer.com.au

Telephone: (02) 4904 8400

Facsimile: (02) 4943 9732

More Information

For more information about privacy in general, you can visit the federal information Commissions website at <http://www.oaic.gov.au>