

Domainone Estate Agent Privacy Policy

Your right to privacy is important to us. We understand that any personal information we may collect about you will only be used for the purposes set out in our policy to enable us to provide you with the best possible service.

This statement outlines our policy and how we manage personal information that is received from you or on your behalf.

Our business is bound by the Privacy Act 1988 and the application of the National Privacy Principles therein.

Who we are

Domainone Estate agent is an independent agency and is the registered business name of Aileen Fahl. We are a licensed Real Estate Agent and provide a wide range of services to property owners and buyers.

What is “personal information/sensitive information”

Personal information is any information or an opinion about you that identifies you or by which your identity is apparent or can be reasonably determined.

Sensitive information refers to details of your race or ethnicity, religious beliefs, membership of professional associations or trade unions, sexual preferences or practises, criminal record or health information. We generally have no need to obtain sensitive information and will only obtain this information with specific consent from you.

Collecting and using your personal information

We only collect and receive personal information which is necessary for us to conduct our business activities which include:

- Marketing and sales of residential, commercial, rural and industrial property
- Property appraisals
- Business sales
- Development of new products and services
- Assisting with financial and insurance services
- To keep informed about the prevailing conditions of the property market in our area

We may also use personal information for purposes other than those specified above if you would reasonably expect us to use that information for that other purpose and that other purpose is related to the purposes specified above.

How do we collect your personal information

Where practical we will collect your personal information directly from you such as when you appoint us to act as your Agent or when you provide information to us at an open home inspection.

In most cases we will receive your written consent to any collection, use or disclosure of your personal information, however in exceptional circumstances we may accept your verbal consent.

When you visit our web site, our web site may store “cookies” which record details of your server address and your usage of our web site such as what pages you view. We use “cookies” only for internal management purposes and do not use them to collect personal information.

If you do not wish to use “cookies” you can set your browser so that it will not accept them however you should ensure that this will not affect your ability to view other web sites.

Direct Marketing

From time to time we may use your personal information to;

- Provide you with information about the property market
- Let you know about properties for sale
- Notify you of changes to our organisation
- Inform you about new products or other services being offered by us or any organisation we are associated with

Our usual method of contact will be by mail, however we may telephone or email you in certain cases.

You may notify us at any time if you do not wish to receive any marketing information by contacting our office by phone or email. We will take all reasonable steps to meet your request at the earliest possible opportunity. We will not send you any further material, unless we are required by law to send such information to you.

Unless you have specifically agreed to our doing so, we will not disclose your personal information to a party outside Domainone Estate Agent for the purposes of allowing them to direct market their products or services to you.

Disclosing your personal information

Other than as stated in this document we will not, unless required or authorised by law, reveal, disclose, rent, sell, licence or pass your personal information on to any third party without having first obtained your consent to do so.

As part of our business activities it may be necessary to disclose your personal information to a third party such as a lawyer, accountant, property valued, building or pest inspector or maintenance contractor. Where possible we will advise you at or before the time of collecting your personal information of the organisations we intend to disclose the information to.

We may also disclose certain personal information to another member of Domainone Estate Agent who is in the best position to assist with your particular requirements.

If you are dealing with another organisation referred to you or contracted by us to provide a service to you we may be required to pass personal information back to that organisation in the course of the provision of their services.

We will take all reasonable steps to satisfy ourselves that each organisation has a commitment to protecting your personal information at least equal to our privacy Policy.

Updating your personal information

It is very important that the personal information we collect from you is accurate, complete and up-to-date so that we may continue to carry on our business.

During the course of our relationship with you we may ask you to tell us of any changes to your personal information.

You can contact us at any time to update your personal information or to tell us that the information we hold about you is inaccurate or incomplete.

Safety and security of your personal information

We will take all reasonable precautions to protect your personal information from loss, misuse, unauthorised access, modification or disclosure by storing it in a secure environment and allowing access only to authorised persons. When using our web site, you acknowledge that no data transmission over the internet is completely secure and that we cannot guarantee the security of any information you transmit to us over the internet. Once we receive your transmission, we will take all reasonable steps to ensure its security.

When your personal information is no longer required for the purposes for which it was used or disclosed it will be destroyed or permanently de-identified.

Access to your personal information

You may request access to any of the personal information we hold about you at any time.

To make a request for access to your personal information, please contact our Privacy Officer (contact details below). We will endeavour to respond to your request within 145 days unless the information you seek is not readily available, for example, archived data, in which case we will advise you of the time we estimate will be required to retrieve the information.

If personal information is provided to you as a result of a request, we reserve the right to charge you a fee for costs incurred in retrieving and providing that information such as photocopying, administration and postage.

Denied access to your personal information

We are not always required to provide you with access to your personal information upon your request.

Access to your personal information may be denied where providing access:

- Will pose an unreasonable impact on the privacy of another individual
- Would pose a threat to the life or health of an individual
- May prejudice an investigation or relate to an existing or anticipated legal proceeding with you
- Is required or authorised by law
- Is regarded as frivolous or vexatious

If access is denied we will provide you with reasons for our decision.

Do I have to be identified

In most cases it will not be possible for us to do business with you unless we have identified you.

Wherever it is lawful and practicable to do so, we may offer you the opportunity to deal with us anonymously, if you request it. For example, when making an inquiry about current market trends in our area or the type of products or services we offer.

Passing personal information on outside Australia

We do not send personal information outside Australia unless it is authorised to do so by law.

E-mail enquiries via our web site

If you make a general email inquiry (usually this involves providing only your name, contact details and type of service required), we will ask for your written consent before we commence any actual activity on your behalf.

Our Privacy Policy will be available for viewing on our website.

Changes to our privacy policy

As we continually review policies and procedures we may change this privacy policy from time to time. The varied terms will apply from the date they are made.

This Privacy Policy is effective from 26th September 2011-09-24

How to contact us

If you wish to lodge a request to access your personal information or have any queries or complaints in regards to our collection, use or management of your personal information you can contact us at:

The Privacy Officer

Aileen Fahl trading as Domainone Estate Agent

P.O. Box 880

MACKAY, Qld..4740

Phone: 0418 760 199

Email: aileen@domainone.net.au

If you are not satisfied with our response you can refer your complaint to the Federal Privacy Commissioner.

You can contact the Federal Privacy Commissioner at:

By telephone 1300 363 992

By writing to Director of Complaints

Office of the Federal Privacy Commissioner

GPO Box 5218

Sydney NSW 1042