**Privacy Policy**

Gold Property Partners Pty Ltd (ACN 611 852 307) trading as Gold Property Partners recognise the importance of protecting the privacy and rights of individuals in relation to their personal information. Gold Property Partners is committed to protecting its clients’ privacy in compliance with the *Privacy Act 1988* (Cth) (‘the Act’) and the Australian Privacy Principles (APPs). The Act and the APPs govern the way in which personal information is collected, used, held and disclosed.

This document is our Privacy Policy and it tells you how we collect and use your personal information. To download a copy of this Privacy Policy, please click here.

**What is your personal information?**

When used in this Privacy Policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This includes your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

**What personal information do we collect, hold and use?**

The types of personal information we can collect, hold, use or disclose about you includes but is not limited to:

* Your full name;
* Your age or date of birth;
* Your residential address;
* Your postal address;
* Your email address;
* Your home telephone number;
* Your work telephone number;
* Your mobile telephone number;
* Your facsimile number;
* Your profession, occupation or job title;
* Your business address;
* Financial information including details of your employer, income, name of bank or financial institution;
* Details of your spouse, de facto, dependent children, and roommates;
* Details of properties owned by you;
* Details regarding Hobbies, Interests or Social Activities; and
* Any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence, through our representatives or otherwise and information you provide to us through our service centre, customer surveys or visits by our representatives from time to time.

We can also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

**How do we collect your personal information?**

Whenever it is reasonable or practicable to do so, we will collect your personal information directly from you.

We can collect personal information in many ways including but not limited to:

* Through your access and use of our website;
* By telephone, letter, fax or email;
* During conversations between you and our representatives;
* By contracting with us or completing application forms;
* By entering competitions, promotions or requesting information or material from us;
* Completing surveys, providing feedback or complaining to us.

We may also collect personal information from third parties including:

* From third party companies such as credit reporting agencies, financial institutions or law enforcement;
* Agencies and government entities such as the Titles Office or Residential Tenancies Authority;
* Your representatives (lawyers, accountants and financial advisers);
* Your past or current employer/s;
* Your previous lessors or property managers;
* Tenancy information services or databases;
* Publicly available sources of information or any other organisations where you have given your consent.

**For what purposes do we collect, hold, use and disclose your personal information?**

We collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service.

We collect, hold, use and disclose your personal information for the following purposes:

* To provide our services and products to you including but not limited to:
	+ Conducting property and market research;
	+ Assisting you with:
		- Choosing suitable building plans, pricing and location for building your property;
		- Finding a suitable builder to build your property;
		- Entering into a building contract with a builder;
		- The build of your property including liaising with the builder’s team throughout the build;
		- Selling your property;
		- Purchasing a property;
		- Leasing a property (either as lessor or lessee);
		- Obtaining a loan by liaising with financial institutions, advisers and/or brokers;
		- Payment or refund of a bond/deposit;
		- Tenancy disputes;
	+ Coordinating repairs or maintenance of a property owned or leased by you;
	+ Recording or accessing information at the Titles Registry Office or other government agency;
	+ Recording or accessing information at the Residential Tenancies Authority;
	+ Recording or accessing information on tenancy information services or databases;
	+ Client and business relationship management;
* To send communications requested by you whether to you or a third party;
* To answer enquiries and provide information or advice about existing and new products or services;
* To provide you with access to protected areas of our website;
* To assess the performance of the website and to improve the operation of the website;
* To conduct our business functions (assisting with the build of your property);
* For the administrative, marketing (including direct marketing), planning, product or service development, quality control, survey and research purposes of Gold Property Partners, contractors or service providers;
* To provide your updated personal information to our employees, contractors, service providers or other third parties;
* To update our records and keep your contact details up to date;
* To process and respond to any complaint made by you; and
* To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority of any country (or political sub-division of a country).

The contractors that we use and their functions include:

* Real estate agents for marketing research, purchasing your land/property, selling your property;
* Valuers for obtaining a valuation on an existing property, proposed property or land;
* Financial advisers and/or brokers to assist you with obtaining finance;
* Builders to assist with finding a suitable building plan, price, location and builder for your property and organising a building contract.

**To whom can we disclose your personal information?**

We can disclose your personal information to:

* Our employees, contractors or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants;
* Suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes;
* Any organisation for any authorised purpose with your express consent;
* In the event that you are a seller or a lessee, prospective buyers of the property owned or leased by you;
* In the event that you are a buyer or a lessee, we may disclose your personal information to the sellers of the property you are purchasing or leasing;
* Your legal advisor(s) and the legal advisor(s) representing the other party(s) involved in your transaction;
* Your financial institution and/or financial advisor;
* Insurance providers and brokers;
* Utility providers and utility connection service providers;
* Persons or organisations involved in providing, managing or administering your product or service including independent contractors engaged by us as real estate agents;
* Tradespeople engaged by us to repair or maintain a property owned or leased by you;
* Organisations involved in maintaining, reviewing and developing our business systems, procedures and infrastructure including maintaining or upgrading our computer systems;
* Persons or organisations involved in purchasing part or all of our business;
* Our related companies;
* Organisations involved in the payments systems including financial institutions, merchants and payment organisations;
* The Titles Registry Office or other government agencies;
* The Residential Tenancies Authority;
* Police;
* Tenancy information services or databases;
* Real estate websites; and
* Real estate peak bodies.

We can combine or share any information that we collect from you with information collected by any of our related agents or employees (within Australia).

In the course of providing services to you, it may be necessary for us to enter your personal information into forms generation software and real estate websites. Depending on the terms of use of such software and websites, a third party may acquire rights to use or disclose information entered into the relevant forms or websites.

**What happens if we cannot collect your personal information?**

If you do not provide us with the personal information described above, some or all of the following can happen:

* we may not be able to provide the requested products or services to you, either to the same standard or at all;
* we may not be able to provide you with information about products and services that you may want, including information about discounts, sales or special promotions; or
* we may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

**Can we send you direct marketing materials?**

We can send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications can be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the *Spam Act 2003* (Cth). If you indicate a preference for a method of communication, we will endeavour to use that method whenever practical to do so.

In addition, at any time you can opt-out of receiving marketing communications from us by contacting us (see the details below) or by using opt-out facilities provided in the marketing communications and we will then ensure that your name is removed from our mailing list.

We can provide your personal information to our franchisor for the purposes of direct marketing.

**How can you access your personal information?**

You can request access to any personal information we hold about you at any time by contacting our Client Services Manager (see the contact details at the bottom of this Policy).

Where we hold information that you are entitled to access, we will try to provide you with a suitable means of accessing it (for example, by mailing or emailing it to you). If you wish to access your personal information, we ask that you contact us in writing.

We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you and, if so, the fees will be displayed on our website. We will not charge for simply making the request and will not charge for making any corrections to your personal information.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

**How can you correct your personal information?**

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you can request us to amend it. We will consider if the information requires amendment, and if necessary, amend that information.

**What is the process for complaining about a breach of privacy?**

If you believe that your personal information has been misused or your privacy has been breached, please contact us using the contact information below and provide details of the incident so that we can investigate it. Our procedure for investigating and dealing with privacy breaches is set out in our current complaints handling procedures.

**Do we disclose your personal information to anyone outside Australia?**

We can disclose personal information to our franchisor’s related companies, our related companies and third party suppliers and service providers located overseas for some of the purposes listed above. We take reasonable steps to ensure that the overseas recipients of your personal information do not breach the Australian privacy obligations.

We can disclose your personal information to entities located outside of Australia, including the following:

* our data hosting and other IT service providers, located in various foreign countries – our cloud service providers may store data in several countries; and
* other third parties located in various foreign countries.

**What security measures are in place to protect your personal information?**

We are committed to protecting any personal information that we collect, hold, use or disclose. The security measures that we have in place to protect your privacy rights include:

* Computer security software to prevent unauthorised access to our databases;
* Physical security systems to prevent unauthorised access to personal information stored both electronically and in hard copy;
* Monitoring internal use of personal information by our employees and any other person/entity to whom your personal information is disclosed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

**Links**

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

**Contacting us**

If you have any questions about this Privacy Policy, or concerns or feedback regarding the treatment of your privacy, please contact us at:

Position: Client Services Manager

Phone: (07) 5438 9775

Email: Admin@Goldpp.com.au

**Changes to our Privacy Policy**

This Privacy Policy may change from time to time. Any updated versions of this Privacy Policy will be posted on our website.

This Privacy Policy was last updated on 29 August 2018.