

## PRIVACY POLICY

Daylesford Mineral Springs Real Estate Agents (D.M.S.R.E.A.) respects all your rights to privacy and is committed to protecting your personal information. Our business does comply with the Australian Privacy Principles contained in the Privacy Act 1988 as amended to the highest standard. These principals regulate most of our activities with respect to personal information collected, stored, used and disclosed by us and is aimed at describing the various ways we collect, hold, manage and use your personal information, and the steps we take to protect that information.

The kinds of personal information that D.M.S.R.E.A. collects and holds:

For prospective vendors and purchasers, we may collect: general contact details, such as home address and telephone number and or email addresses; current property ownership details; proposed or desired real estate details; and your history of real estate sales and purchases etc.

How personal information is held by D.M.S.R.E.A.:

The majority of information collected and held by D.M.S.R.E.A. is sourced from personal information provided either in person to Daylesford Mineral Springs Real Estate employees or online via our [enquiries@daylesfordmineralspringsrealestate.com.au](mailto:enquiries@daylesfordmineralspringsrealestate.com.au) website. This may include initial correspondences regarding possible sales or purchases of real estate. Additional personal information is sourced from public databases such as The titles office, telstra White Pages and the State Revenue Office and other public available information.

The purposes for which D.M.S.R.E.A. collects, holds, uses and discloses personal information:

For individuals who appoint D.M.S.R.E.A. to Sell a Property, we will use your personal information for that purpose.

For individuals who enquire through D.M.S.R.E.A. about purchasing real estate, or who attend a D.M.S.R.E.A. open for inspection or private inspection, we will use your personal information for a variety of reasons. These include: - Informing the property vendor about who inspected their property and for what reason;

- For the safety and security of our staff and other inspection attendees;
- Compliance with our obligations under Victorian real-estate regulations and legislation;
- To allow D.M.S.R.E.A. to provide you with further information on a certain property, or to provide information regarding related properties;

- For any other purpose that you would reasonably expect Daylesford Mineral Springs Real Estate Agents to use or disclose your personal information in the process of executing that purpose.
- For any other purpose specified to you at the time that the personal information was collected.

The option for use of anonymity or a fictitious name:

Under the Australian Privacy Principles all individuals have the option to deal with D.M.S.R.E.A. through anonymity, or through the use of a fictitious name. This option is revoked in situations where it is impracticable for D.M.S.R.E.A. to deal with individuals who have not identified themselves or who have used a fictitious name. An example of such a situation is an individual who enters into a sale or purchase transaction with D.M.S.R.E.A., or enters a Vendors Property as such.

How D.M.S.R.E.A. secures my personal information:

We take all reasonable steps in our efforts to protect and secure your personal information. All personal information is stored on secured servers with upto date security measures, reducing the risks of misuse, interference and or loss. All personal information is protected against unauthorised access, modification or disclosure through only allowing access to this information by formally authorised personnel only and at this stage is only D.M.S.R.E.A.

Although D.M.S.R.E.A. takes all reasonable steps to ensure security of personal information, personal information cannot be guaranteed as secured due to unavoidable inherent risks involved in the electric storage and transmission of this information. We advise that you must take this into consideration when providing personal information , this is for your information and understanding.

If D.M.S.R.E.A. have collected and held personal information and no longer need that information for any purpose whatsoever, we will ensure that reasonable steps in the circumstances will be taken to destroy and make null and void the information or to ensure that the personal information is permanently de-identified.

How an individual may access and seek correction of personal information that is held by D.M.S.R.E.A.:

D.M.S.R.E.A. must, on request by an individual, provide access to personal information collected and held about that particular individual. D.M.S.R.E.A. will respond to the request for access to the personal information within a reasonable period after the request is made.

Where necessary, D.M.S.R.E.A. will charge a reasonable amount for the time and effort taken to provide the personal information to the individual. This charge will not apply to the making of the request. However, under the Australian Privacy Principles, D.M.S.R.E.A. is not required to give requested personal information to the extent that:

- the entity reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- giving access would be unlawful; or
- denying any access is required or authorised by or under an Australian law or a court/tribunal order; or
- both of the following apply:
  - the entity has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the entity's functions or activities has been, is being or may be engaged in;
  - giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- giving any or one access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process.
- handing or passing over of access would have an unreasonable impact on the privacy of other individuals; or
- the request for access is frivolous; or
- the information relates to existing or anticipated legal proceedings between the entity and the individual, and would not be accessible by the process of discovery in those proceedings; or
- giving any access would reveal the intentions of the entity in relation to negotiations with the individual in such a way as to prejudice those negotiations;
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Whether D.M.S.R.E.A. is likely to disclose personal information to overseas recipients:

The same applies to disclosure to overseas recipients as to local recipients.

How an individual may complain about a breach of the Australian Privacy Principles:  
 You can contact the Director and Officer in Effective Control OF Daylesford Mineral Springs Real Estate Agents – Luma Whitehead.

If Director and Officer in Effective Control OF Daylesford Mineral Springs Real Estate Agents – Luma Whitehead is unable to resolve your complaint to your satisfaction, 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  
Fax: (02) 9284 9666

This policy may change from time to time:  
This statement represents our policy as at 16th May 2019. Our policy could and may change from time to time at our discretion, especially in line with changes in applicable regulations and legislation.