

# Privacy Policy

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## 1. Introduction

All Avenues Real Estate ("we", "our", "us") is committed to protecting the privacy and confidentiality of personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). This Privacy Policy outlines our commitment to privacy and explains how we collect, use, store, and disclose your personal information, and how you can access and update it.

## 2. Scope

This policy applies to all personal information collected by us in the course of operating our real estate and property management business. It applies to information collected from clients, tenants, landlords, prospective buyers or sellers, suppliers, contractors, job applicants, employees, and other individuals who interact with us.

## 3. Types of Personal Information Collected

We may collect and hold personal information including but not limited to:

- Full name, residential and postal addresses
- Email address and telephone numbers
- Date of birth and gender
- Identification documents (e.g. driver's licence, passport, Medicare card)
- Financial and bank account details
- Employment details and income information
- Rental history, references, and tenancy information
- Property ownership and transaction history
- IP addresses, location data, device information, and website activity through our online services
- Employee and job applicant information (qualifications, references, background checks)
- Any other personal or sensitive information you provide voluntarily or we are required to collect under law

## 4. Sensitive Information

We will only collect sensitive information (such as criminal record, racial or ethnic origin, or health information) where reasonably necessary and with your explicit consent, or if required by law.

## 5. Collection Methods

We collect personal information via the following means:

- Direct interactions (e.g. completing forms, email, phone calls, meetings)
- Our website and digital platforms
- Cookies and web tracking technologies (see section 13)
- Property inspections and open homes
- Rental applications and agreements
- Publicly available sources and third-party databases
- Referees, past employers, financial institutions, tradespeople, and credit reporting bodies

## 6. Purpose of Collection

We collect, use and disclose personal information for purposes such as:

- Managing residential or commercial properties
- Facilitating sales, purchases, and leasing transactions
- Conducting reference and background checks (including credit checks)
- Processing tenancy applications and agreements
- Communicating with clients and responding to enquiries
- Coordinating repairs, maintenance, and inspections
- Managing employees, job applicants, and internal HR functions
- Complying with our legal and regulatory obligations
- Sending property updates, newsletters, or marketing materials (with consent)
- Improving our services and website usability

## 7. Use and Disclosure

We will not use or disclose personal information for any purpose other than:

- For which it was collected
- A purpose you would reasonably expect
- With your consent
- Where required or authorised by law
- To third parties such as:
  - Tradespeople and service providers
  - Financial institutions and insurance companies
  - Legal and professional advisors
  - Government bodies and regulators
  - Technology providers and IT support partners
  - Recruitment platforms and employment service providers

All third parties are contractually bound to safeguard your information and use it solely for the purpose provided.

#### 8. Cross-Border Disclosure

We do not typically disclose personal information to overseas recipients. However, in the event third-party service providers (such as cloud-based platforms) store data offshore, we will take reasonable steps to ensure those parties comply with Australian privacy standards.

#### 9. Data Security and Storage

We take all reasonable precautions to protect personal information from misuse, loss, interference, unauthorised access, modification, or disclosure. Security measures include:

- Secure physical storage
- Password-protected databases and devices
- Two-factor authentication and encryption
- Staff training on privacy and data handling
- Regular system monitoring and back-ups

When information is no longer needed, we will securely destroy or de-identify it unless required by law to retain it. Data retention timeframes are aligned with legal, regulatory, and operational obligations.

#### 10. Access and Correction of Personal Information

You have the right to access personal information we hold about you and request corrections if necessary. We will respond within a reasonable time (usually 30 days) and may require verification of identity before providing access.

Requests can be made via the contact details below. If we refuse your request, we will provide a written explanation and how to lodge a complaint.

#### 11. Complaints

If you believe we have breached your privacy or mishandled your information, please contact our Privacy Officer. We will investigate the complaint and respond in writing within a reasonable time. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

#### 12. Changes to this Privacy Policy

We may update this policy from time to time to reflect changes in legal, regulatory, or business requirements. The updated version will be posted on our website and available on request.

#### 13. Cookies and Tracking Technologies

Our website may use cookies, analytics tools, and similar technologies to collect technical information such as browser type, referring URLs, pages visited, and device data. This helps us improve user experience and website performance.

You can choose to disable cookies through your browser settings. However, this may impact functionality on our website.

#### 14. Children's Privacy

We do not knowingly collect personal information from individuals under the age of 18 without parental or guardian consent. If we become aware of such information, we will take reasonable steps to delete it.

#### 15. Third-Party Links

Our website may contain links to external websites. We are not responsible for the privacy practices or content of those sites and recommend reviewing their privacy policies separately.

#### 16. Automated Decision-Making

We may use automated tools for tasks such as credit scoring or property-matching algorithms. You may request human review of any decision made solely by automated means if it impacts your rights.

#### 17. Data Retention

We retain personal information only for as long as it is required for business, legal, or regulatory purposes. When no longer required, data will be securely deleted or anonymised.

#### 18. Contractors and Subcontractors

All contractors or subcontractors who may have access to personal information (e.g., tradespeople, marketing professionals, software vendors) are required to sign confidentiality agreements and comply with our privacy and data protection standards.

#### 19. Contact Details

For any questions, requests, or complaints related to this policy, please contact:

Privacy Officer

All Avenues Real Estate

157A Sladen Street, Cranbourne VIC 3977

Email: [office@allavenues.com.au](mailto:office@allavenues.com.au)

Phone: 1300 255 283

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This Privacy Policy was last updated on 14 April 2025.