



COOLOOLA COAST REALTY – RAINBOW BEACH



PRIVACY STATEMENT

Cooloola Coast Realty is committed to protecting the privacy of all customers who utilise our services. In order to ensure that we are consistent in this approach, Cooloola Coast Realty has adopted a Privacy policy to comply with the National Privacy Principles contained within the Privacy Amendment (Private Sector) Act 2000.

PRIVACY POLICY

Cooloola Coast Realty is a professional real estate business and takes its obligations under the Privacy Act seriously. This policy is written to ensure that we respect and keep safe all the personal information you may provide to Cooloola Coast Realty in any transaction you have with us.

Collection of Information

We only collect information from you that is necessary for what we do. For example, when you transact business with us, we will be asking you for your name, address and personal contact details so that we can ensure that we provide quality service that includes keeping you updated on industry related issues. We may use the information you provide to us to help improve the services we offer and to measure the interest shown in our services. Cooloola Coast Realty undertakes to only collect information by lawful and fair means. This means we will never be unreasonably intrusive. Cooloola Coast Realty will provide all customers the opportunity to "opt-out" of receiving promotional material either electronically or in hard copy.

Use and Disclosure

Personal information is collected for the purpose of processing tenancy applications, responding to property enquiries, sending our promotional material on property for sale or lease and processing of payments (eg for a holiday booking). Cooloola Coast Realty does not provide any other commercial organisation personal details on any individual customer.

Data Quality

Cooloola Coast Realty endeavours to ensure that all data collected is accurate and well maintained. All computer access is password controlled and Cooloola Coast Realty has a policy to deal with security of information to ensure maximum protection of our customer's personal details.

Openness

Any customer who has furnished personal details to Cooloola Coast Realty will have the right to seek out the information we hold on them. Cooloola Coast Realty undertakes to respond to any customer enquiry regarding what information we hold, how we use it and where or how it is disclosed.

Access and Correction

Anyone who has provided personal information to Cooloola Coast Realty may access this information and issue corrections if necessary. Cooloola Coast Realty undertakes to ensure that any amendments to information are actioned in a timely and efficient manner. In most cases, you will be asked to verify your identity prior to personal information being disclosed. This ensures that information is only provided to the correct person and that the privacy of others is not undermined. All requests for information will be dealt with in a confidential manner and requests for access will in no way effect any commercial arrangements that may be in place between yourself and Cooloola Coast Realty.

Anonymity

Wherever practicable, Cooloola Coast Realty will allow any individual to seek out and obtain information in a confidential manner and without the need to identify themselves.

Data Storage

We hold your personal information in both paper-based and electronic files. Electronic information is stored on secure servers that are protected in controlled facilities; hosted and stored in Australia.

What to do if you have a Privacy Complaint

Our aim is to ensure that we treat all personal information with respect and care. However, should you have a complaint that relates to how we have collected or used the information you have provided on yourself, we would like the opportunity to remedy the problem. Cooloola Coast Realty has a complaints register for this purpose, and all privacy complaints will be dealt with in a timely manner. Should you have a complaint, please address it to the Principal, Cooloola Coast Realty, Shop 2/8 Rainbow Beach Road, QLD 4581. In the unlikely event that the matter cannot be resolved between Cooloola Coast Realty and an individual, then the matter should be referred to the Office of the Federal Privacy Commissioner.

If you are not satisfied with the handling of your complaint by Cooloola Coast Realty, you have the right to escalate the matter. You may refer your complaint to the Office of the Australian Information Commissioner (OAIC). For further information or to lodge a complaint, you can visit their website at <https://www.oaic.gov.au> or contact them directly on 1300 363 992. We encourage you to engage with us directly in the first instance, as we are committed to resolving your concerns swiftly and fairly.