

Porters Property Group (QLD) Pty Ltd ABN 661 595 336 87 (referred to as “PPG”, “we”, “us” and “our”) recognises that the privacy of your personal information is important to you and we are committed to protecting the privacy of any personal information that we collect from you.

We abide by the Australian Privacy Principles (APPs), which are contained in the Privacy Act 1988 (Cth) (Privacy Act). This Privacy Policy outlines how we handle and manage your personal information. We will only collect, use and disclose your personal information in accordance with this Privacy Policy.

WHAT INFORMATION DO WE COLLECT AND HOLD?

PPG is a small boutique Real Estate Agency that provide services within the QLD property market .

We look after properties for Sale, Lease and / or to Purchase, as well as Asset Management. The type of personal information that we collect will depend on the nature of your dealings with us. Generally, we collect the following personal information from you:

- your name, contact details (including residential or business address) and telephone number
- company details (if applicable);and
- information about your use of products or services.

We do not collect personal information that we do not need.

HOW DO WE COLLECT PERSONAL INFORMATION?

We usually collect personal information in the following ways:

- directly from you, when you provide it by phone, letter or in electronic form i.e. completing forms via our website;
- from our own records on previous sales, lease or management transactions;
- using social networking services such as Facebook; and
- from publicly available resources.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We will only use your personal information for the business purpose for which it was collected. For example, we may use your personal information to:

- provide you with information such as a quote, respond to an enquiry by you or to arrange the delivery of the services you require;
- manage client relationships and improve the services we provide;
- conduct our internal business operations (including meeting any relevant legal requirements); and
- we may also use your personal information to send you periodic mailing containing information on new services and or upcoming events. If at any stage you decided that you do not wish to receive such material, please advise us so we are able to remove you from our contact list.

TO WHOM DO WE DISCLOSE PERSONAL INFORMATION?

We may disclose personal information to external service providers who help us operate our business such as other agents (conducting joint listings) or contractors who are performing maintenance on such properties.

SECURITY

We hold your personal information in paper-based and electronic files. We will take reasonable steps to ensure that your personal information which is kept in our files is protected from:

- misuse, interference and loss; or
- unauthorised access, modification or disclosure.

This means that, in respect of our paper-based files, we maintain various security systems on our premises, and in respect of electronic files, we (or our service providers) maintain secure electronic network systems.

When we no longer require your personal information (including when we are no longer required by law to keep records relating to you), we ensure that it is destroyed or de-identified.

ACCURACY AND CORRECTION

Under the Privacy Act, you have a right to access personal information we hold about you.

If you wish to access the personal information that we hold about you, please set out your request in writing and forward it to our Privacy Officer, using the contact details set out at the end of this Privacy Policy.

To provide you with access to your personal information held by us, we will provide you with a copy of the relevant personal information (usually by electronic print-out or photocopy).

We will not charge you for the cost of providing this type of access to these records.

You also have the right to ask us to correct information about you that is inaccurate, incomplete, out-of-date, irrelevant or misleading. If we refuse to correct your personal information as requested, we must:

- provide you with a written notice setting out the reasons for the refusal, the mechanisms available to complain about the refusal and the relevant provisions of the Privacy Act that we rely on to refuse the correction; and
- upon request from you, associate a statement with the relevant information that puts your view that it is inaccurate, out-of-date, incomplete, irrelevant or misleading.

We will not charge you for making a correction request, for correcting your information or for associating a statement with your information.

VISTING OUR WEBSITE

If you access our website, we (or our service providers) will collect information about your visit, such as:

- the time and date of the visit;
- any information or documentation that you download;
- your browser type; and
- your IP address.

Use of cookies - a "cookie" is a small text file which is placed on your internet browser and which we access each time you visit our website.

Like most website providers, we generate statistics about how many people visit our website and how many people use our website. We use web logs and cookies to do this. This enables us to keep our site relevant and useful.

However, generally, this information will not identify you. We do not link this information back to your identity or other information that you have provided us. We do not store any information that identifies you inside cookies.

Most web browsers are set by default to accept cookies. You may change the settings on your browser to reject cookies however doing so, will prevent you from access to the secured pages of our website.

If you have any questions or concerns about transmitting your personal information via the internet, you may our Privacy Officer using the contact details set out at the end of this Privacy Policy, as there are other ways for you to provide us with your personal information

MAKING A COMPLAINT

We are committed to protecting the privacy of our customers, and our policies and procedures have been developed with this intent. However sometimes human errors do occur.

If you think that we have not lived up to our commitment, please contact our Privacy Officer using the contact details set out at the end of this Privacy Policy. We will respond to any complaint within five working days.

All other complaints should be directed to the Privacy Commissioner via www.oaic.gov.au or by telephone on 1300 363 992.

MARKETING AND PROMOTIONS

We may use your personal information, including your contact details, to provide you with information about relevant products and services, including those of third parties, which can be reasonably assumed to be of interest to you.

You may opt-out at any time if you no longer wish to receive marketing information. In order to do so, you will need to request that we no longer send marketing materials to you or disclose your information to other organisations for marketing purposes.

You can make this request by contacting our Privacy Officer using the contact details set out at the end of this Privacy Policy, or by "unsubscribe" from email or other marketing messages.

HOW TO CONTACT OUR PRIVACY OFFICER

This Privacy Policy may change from time to time.

Our Privacy Policy will be made available to anyone who requests it, whether at our offices or by use of our website.

If you have any questions or comments about our Privacy Policy, please set out your request in writing, and forward this to our Privacy Officer, using the contact details below.

Email: genia@porterspropertygroup.com

Post: Porters Property Group (QLD) Pty Ltd, PO Box 41, Kedron, Qld, 4031

Telephone: 07 3161 9391

This Privacy Policy was last updated in February 2015.