

Privacy Policy

Sold It Realty

Privacy Policy

This Privacy Policy statement applies to SOLD IT (WA) PTY LTD T/AS SOLD IT REALTY ABN (83 113 137 223) and the URL www.solditrealty.com.au

Sold It Realty recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy and it tells you how we collect and manage your personal information.

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 may include 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 does Sold It Realty collect and hold?

Examples of the sorts of information that we collect include your name, date of birth, current and previous addresses, telephone numbers, email address, bank account or credit card details, occupation, driver’s licence number, passport details and other relevant details depending on the particular dealings you have with us or our representatives from time to time. We may 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?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect in ways including: by email, telephone, fax, letter, use of our web site, home opens, applications, appraisals, and contracts with us. We may also collect information through a third party for example: settlement agents, lawyers, credit reporting agencies, your employer, law enforcement and completed surveys

Information collected about you may be disclosed by us to other persons and organisations. The persons and organisations to whom we disclose information include your representatives (such as your authorised

representatives, legal advisers and accountants); credit reporting agencies; credit providers; our professional advisers, government and regulatory authorities, IT system administrators, data base managers, hosting providers and other organisations, as required or authorised by law.

Website Analytics

Sold It Realty subscribes to Google's web analytics that tracks usage of Sold It Realty website. No personal information is collected by this process.

Cookies

Sold It Realty website may use cookies to provide certain features and enhance the experience of using the Sold It Realty website. No personal information is collected or stored in these cookies.

Who is authorised to access collected information?

Access to personal information collected is restricted to Sold It Realty and staff whose role it is to supply General security information

Sold It Realty has implemented technology and security features and strict policy guidelines to safeguard the privacy of personally identifiable information from unauthorised access or improper use. We will continue to enhance our security procedures as new technology becomes available.

Use and disclosure of personal information

Sold It Realty will not disclose any personal information without your consent unless:

- (1) such information must be provided to answer your queries, to provide you with a service that you have requested from us or in order for us to fulfil our responsibilities and obligations to you and others with whom we deal as a result of or in connection with our dealings with you; or
- (2) Such information is required by law to be disclosed.

Sold It Realty may also use your personal information for direct marketing purposes.

Sold It Realty does not use your personal information for the purposes of marketing, other than direct marketing in accordance with the following section.

Direct marketing materials

We may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may 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 may opt-out of receiving marketing communications from us by contacting us

at info@solditrealty.com.au 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.

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may 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; 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.

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 products and services to you and to send communications requested by you;
- 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 business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- for the administrative, marketing (including direct marketing), planning, product or service development, quality control, survey and research purposes of Sold It Realty, contractors, real estate agents and employees or service providers;
- to provide your updated personal information to our related, contractors real estate agents and employees or service providers;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you.
- 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).

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

Security

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.

Correction and updating of your personal information

We will use reasonable efforts to ensure that personal information that we hold about you is accurate, up to date and relevant. Please email us at info@solditrealty.com.au if you want to update or change any personal information that you believe that Sold It Realty may be storing.

Deletion of your personal information

If you want to delete any or all personal information you submit to Sold It Realty, you may do so by contacting us at info@solditrealty.com.au. We will notify you on receipt of your request and will use commercially reasonable efforts to functionally delete all such information from our database within five (5) working days from the date of receipt of your request. Please note that it might be impossible to delete all of your information without some residual records remaining on our computer system because of automatically generated backups and records of deletions. Deletion of your personal information may also make it impossible for us to provide and for you to have the benefit of some or all of our services.

Records of your personal information

Please email us at info@solditrealty.com.au if you want to obtain a record of any information we might have collected from or about you during your visits to our sites or otherwise. We will give you access to that information within a reasonable period except where the law permits otherwise.

Contacting us

If you have any questions about this privacy policy, any concerns or feedback regarding the treatment of your privacy, please use the contact link on our website or contact our Privacy Officer using the details set out below.

All requests or complaints are treated confidentially. Our representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved. We will aim to ensure that your complaint is resolved in timely and appropriate manner.

Please contact our Privacy Officer at: Post 6 Davey Street, Mandurah 6210

Privacy Officer Lisa Yates

Office Licensee **Lisa Yates RA 52925**

Email: lisa@solditrealty.com.au

If you are not satisfied with our response to your complaint, you can refer the matter to the Australian Information Commissioner:

Director of Complaints

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

Telephone: 1300 363 992

Facsimile +61 2 9284 9666.

Changes to our privacy policy

We may change this privacy policy from time to time. Any updated versions of this privacy policy will be posted on our website at www.solditrealty.com.au this privacy policy was last updated on 19 March 2016.