

Privacy Policy – ACA Real Estate

1) Statement,

ACA Real Estate, its Licensees and Related Bodies Corporate, (collectively known as, ACA, for this document) acknowledge that your personal and sensitive information and data, electronic, verbal or otherwise, is important to you. This document explains how we collect, use, disclose, retain and manage your privacy information and how we comply with our obligations under the Privacy Act 1988 (Cth) (Privacy Act) including the Australian Privacy Principles (APPs).

By entering the ACA website, or contacting ACA in any way, you consent to us collecting, maintaining, using and disclosing your personal information in the way described in this Privacy Policy.

2) Personal Information - Collection.

Any information you provide to ACA including but not limited to, your name, address, email address, phone numbers, property details for sale or purchase, occupation, your own property details, ability to purchase, time to purchase, your interaction with the finance community, your interests, and any other information provided by you, directly or indirectly to ACA, by method of, but not limited to, electronic, website interaction, cookies, tracking cookies, online forms, verbal, hard copy or scanned copy. Information may be kept up to date with ACA, by interaction with you and with your interaction with ACA, direct or indirect, from time to time.

3) Personal information - Usage

ACA collects personal information so that ACA is enabled to provide service to you. All information is kept within the ACA networks and office systems. This service is including but not limited to, assisting with and processing your inquiry, to facilitate the purchase of, sale of, advertising of, property or business. Keeping property inspection records, providing reports and statistics, updating and maintaining our records, marketing our services to you, to research use of our website, to conduct surveys, to improve our service to you, At no time is any of your information shared with a third party, without your written or emailed or texted permission.

ACA may have direct interaction with your financier or Solicitor or others that too, also operate under privacy policies. These interactions may be for but not limited to, that are required for due process of, or production of documentation and solving issues, for the sale or purchase of property or business.

4) Personal Information - your access rights

You can have access to the ACA kept personal information, subject to some exceptions provided by law. Please send an email via the contact button on the Home page, with all your details and particular request. We would also need to contact you directly, so as to establish and verify your identity, before transmitting any information. There is usually no charge for this service, but will depend on the details of the request, volume of data held, and if large, a small fee could be charged. This request fulfilment may also take some days to complete, once verification is confirmed.

5) Disclosure of Personal Information

We may disclose your personal information, to third parties, in certain circumstances, with your agreement to disclose, as part of the sales or purchase process or related service, ACA staff, other service providers who assist ACA in their business or service provision, as required by or instructed by Law.

6) Disclosure of Personal Information Overseas

The sales and purchase process may require marketing overseas, via a third party marketing arrangement. This may require release of some personal information. ACA would require written consent from the Australian party and disclosure of the information required to the Australian party, prior to any action in this regard.

7) Dealing with us anonymously

You may deal with ACA anonymously, as you wish, as then any data held would not be linked with you as a real person. To provide any service and to enter the sales or purchase process will require complete verification of identity.

8) Information is up-to-date

To provide services to you, ACA requires that all you contact information and other information is up to date. Please contact ACA via the contact button on the Home page to update any or all your information. Opt out options are available on any of our direct and email and social marketing or any other marketing type.

9) Personal Information Security and Protection

ACA takes all reasonable steps to secure any information kept, from unauthorised access, misuse, interference, loss, modification and disclosure. Your personal information may be stored electronically on the ACA network, but also hard or scanned copy within the ACA office systems.

10) Information Requests and Complaints

Please use the contact button on the Home page, to make any requests or if you have any complaints at all. The initial response will be within 24 hours, in usual circumstances.

This Privacy Policy may be up dated and change from time to time. Please check this Privacy Policy each time you enter the ACA website or give ACA any personal information.

If you have any queries, contact ACA via the contact button on the home page, detailing you query.

If you require more information contact the Office of the Australian Information Commissioner via,

Website – www.oaic.gov.au

Mail – GPO Box 5218 Sydney NSW 2001.

Email – enquiries@oaic.gov.au

Looking forward to being of service to you.

Alan and Carinka Connew.

Dated – 1st November 2017.