



CASA BELLA

ESTATE AGENTS

Website

Privacy Policy

Casa Bella Estate Agents

EST. 2024

Website Privacy Policy

www.casabellaestateagents.com.au

At Casa Bella Estate Agents, we understand that buying or selling a home is a deeply personal journey. Protecting your personal information is central to the way we operate.

Sutch & Co Pty Ltd T/a **Casa Bella Estate Agents** (A.C.N 667 504 976) (**we, us, our**) is committed to complying with its obligations under the Privacy Act 1988 (Cth) (the **Act**).

The Act allows personal information to be collected, used and disclosed for the purposes for which it was collected in accordance with the Act.

This Privacy Policy only applies to the extent we collect, use and disclose personal information in connection with this website. We also have a privacy policy which details our policy in connection with our real estate and/or strata agency business. A copy of this privacy policy can be accessed here:

This Privacy Policy may be revised, updated or replaced from time to time and we may subsequently notify users of any changes to it by posting the revised, updated or replaced Privacy Policy on this website.

What information do we collect?

- Full name, date of birth, and contact details (address, phone number, email address)
- Proof of identity (e.g. driver licence, passport)
- Property ownership and selling intentions
- Purchase requirements and preferences
- Financial information related to the sale (e.g. deposit details, settlement amounts, proof of funds)
- Details of your legal representatives (e.g. solicitor or conveyancer)
- Information required to prepare agency agreements, identification forms and disclosure documents

Why do we collect this information?

We collect personal information where it is reasonably necessary to carry out our services and to comply with legal and regulatory requirements, including the Privacy Act 1988 (Cth), the Australian Privacy Principles and NSW Fair Trading legislation.

This information is used to verify identity, assess applications/offer forms, manage property transactions, communicate with clients and meet record-keeping obligations.

Personal information is handled securely and only used for its intended purpose.

We do not collect information unnecessarily and we take reasonable steps to ensure personal information is accurate, protected and accessible for correction in accordance with privacy laws.

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Automated Decision Making (ADM)

ADM is when:

(a) we use a computer program to make, or do a thing that is substantially and directly related to making a decision; and

(b) the decision could reasonably be expected to significantly affect the rights or interests of an individual; and

• the kinds of personal information used in the operation of such computer programs are:

-Name, contact details and ID for identity verification

-Property ownership or buying requirements

-Financial or transactional details (deposit, price range etc)

-Communication preferences or past interactions with the agency

• the kinds of such decisions made solely by the operation of such computer programs are:

-None. We do not utilize ADM within our agency (Casa Bella Estate Agents).

• the kinds of such decisions for which a thing, that is substantially and directly related to making the decision, is done by the operation of such computer programs are:

-Not applicable. As above.

Information disclosed

We will use and disclose personal information only for the purposes for which it is collected in accordance with the Act, including:

- providing services and customer support, including service updates;
- maintaining and updating our records;
- comparing information for accuracy, and verifying it with third parties; and
- providing information as authorised or required by law or a relevant government body or authority.

Overseas disclosure

We do not disclose personal information overseas.

However, we may utilise cloud storage and IT servers that may be located overseas to store the personal information we hold. As electronic or networked storage can be accessed from various countries through internet connection, it is not always practical to know in which country information about an individual may be held.

Anonymity and pseudonyms

General users of this website do not need to disclose their identity to us in order to use this website. This website does not collect personal information about people who generally access it except in the circumstances listed above. Please note that we may not be able to provide you with some or all of our services if you are anonymous or use a pseudonym (a name a person uses instead of their real name to protect their identity).

Website Privacy Policy

Cookies

A cookie is an electronic token that is passed to the user's browser which passes it back to the server whenever a page is sent to the user. Our servers may generate cookies which are used to keep track of the pages that users have accessed while using the website.

The cookie also allows data to be inputted into a form or template and temporarily stored until the user chooses to save that form or template.

Cookies generally remain on the user's computer even after an internet session is ended and the computer is rebooted. The cookie can be read by the server that placed it there during a subsequent visit to that same server. Their exact behavior is server specific.

When servers visit this website, our server may log certain information, including the type of browser and operating system the user is using, the top level domain name (for example .com, .net, .au, etc), the address of the referring site (eg. the previous site visited), the server's IP address, the date and time of visit and the address of the pages accessed and the documents downloaded. This information is generally only for internal statistical analysis and system administration purposes.

Any other information supplied to us (eg. if a user sends an email or enters any personal information into our website) it is treated in accordance with this Privacy Policy.

Information security

We take reasonable steps to protect all information which we hold (including personal information) from misuse, loss, and unauthorised access, modification or disclosure.

We may store information about you in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries through an internet connection it is not always practical to know in which country personal information about you may be held.

Where appropriate, we use secure transmission facilities. However, no transmission of information over the internet can be guaranteed to be completely secure and we do not warrant the security of any information transmitted to us over the internet.

Links to other websites

This website may contain links to other websites. We are not responsible for the privacy practices or the content of those websites. This Privacy Policy does not extend to those linked websites.

Marketing and opt-out

Users of the website whose information we either collect, use or disclose have the right to request access to any personal information held by us which relates to them, unless we are permitted to withhold that information.

We may charge a reasonable fee where access to personal information is provided. Any requests for access to a user's personal information should be made in writing to the Privacy Officer (details specified below).

The user also has the right to request the correction of any personal information which relates to them that is inaccurate, incomplete, irrelevant, misleading or out-of-date.

Website Privacy Policy

Accessing your Personal Information

Users of the website whose information we either collect, use or disclose, have the right to request access to any personal information held by us which relates to them, unless we are permitted to withhold that information.

We may charge a reasonable fee where access to personal information is provided. Any requests for access to a user's personal information should be made in writing to the Privacy Officer (details specified below). The user also has the right to request the correction of any personal information which relates to them that is inaccurate, incomplete, irrelevant, misleading or out-of-date.

If the user requires any further information about our management of personal information or has any queries or complaints, they should contact:

The Privacy Officer

Phone: 0459 837 759 / Email: admin@cbea.com.au

Post: PO Box 7, Urunga NSW 2455

The Office of the Information Commissioner (OAIC) can be contacted as follows:

Phone enquiries	1300 363 992 Mon - Thurs 10am - 4pm AEST/AEDT
Online enquiries	<u>Enquiry form</u>
Post	GPO Box 5288 Sydney NSW 2001
Fax	+61 2 9284 9666

Acceptance of this Privacy Policy

By using this website, accessing any of our products, services or features, the user acknowledges that they have read, understand and accept this Privacy Policy and the permissions to collect, use and disclose personal information, and the user authorises us to collect, use and disclose, in accordance with the Act, their personal information for the purposes specified in this Privacy Policy.

Sutch & Co Pty Ltd T/A Casa Bella Estate Agents

ACN 667 504 976 / ABN 71 667 504 976

Email: admin@cbea.com.au

Website: www.casabellaestateagents.com.au