

Doug Disher Real Estate Privacy Policy

Policy Statement

Doug Disher Real Estate ('the Agency') provides residential property sales, property management, leasing, and associated real estate services.

We are bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), which regulate how personal information is collected, used, stored, and disclosed.

Purpose

This Privacy Policy explains why we collect personal information, what we collect, how we use and store it, when we disclose it, your rights to access and correct your information, how to make a privacy complaint, and how to contact us.

Scope

This Policy applies to all personal information collected or received by Doug Disher Real Estate. It applies to clients, prospective clients, tenants, landlords, buyers, sellers, contractors, suppliers, job applicants, and any person who provides us with personal information.

Definitions

Authorised Person means the Principal or a Director of our Agency, unless otherwise stated.

Employee means any person who is directly employed with our Agency under a contract of employment.

Our Agency/Our/the Agency/We/Us means **Doug Disher Real Estate**.

You and Your refer to any individual who provides personal information to us.

What is Personal Information?

Personal information is any information or opinion that identifies you or could reasonably identify you. This includes information provided directly by you or supplied by another party.

Why We Collect Personal Information

We collect personal information to:

- carry out our real estate functions lawfully
- provide and improve our services
- communicate with you effectively
- manage billing, accounts, and administration
- personalise your experience with us
- market services we believe may be relevant to you
- assess job applicants and manage employment
- receive services from contractors and suppliers

We may also collect, use, or disclose information where required or authorised by law.

What Personal Information We Collect

Clients (Landlords, Tenants, Buyers, Sellers):

We may collect your name, address, email, phone number, proof of identity, employment and income information (for tenancy applications), property ownership details, references, payment details, and any other information reasonably required to provide real estate services.

Job Applicants:

We may collect contact details, employment history, references, qualifications, emergency contacts, taxation and banking details (if employed), and relevant medical information.

Suppliers and Contractors:

We may collect contact details, business records, insurance information, and billing details.

Sensitive Information:

We only collect sensitive information with your consent and where necessary for our functions.

Employee Records

Employee records are exempt from the APPs.

How We Collect Personal Information

We collect information through application forms, email, written communication, phone calls, in-person interactions, tenancy and sales transactions, our website, surveillance cameras, and third-party sources such as tenancy databases, public records, and social media.

Unsolicited information is destroyed or de-identified unless we are legally permitted to retain it.

How We Use Personal Information

We use your information only for purposes related to those described in this Policy, or where you consent. We do not use your information for purposes you would not reasonably expect.

Sensitive information is not disclosed without consent unless required by law.

Direct Marketing

We may use your personal information to provide updates about our services, listings, or market information. You may opt out at any time by contacting us or using unsubscribe options where available.

If You Choose Not to Provide Information

You may request to remain anonymous or use a pseudonym where lawful and practical.

However, this may limit our ability to provide services. For example, you cannot bid at auction anonymously.

Disclosure of Personal Information

We may disclose information internally, to service providers such as tradespeople, marketing platforms, IT providers, insurers, and tenancy databases, to government bodies where required by law, and to related entities.

We take reasonable steps to ensure third parties comply with the APPs.

Overseas Disclosure

If we disclose information overseas (for example, to cloud storage providers), we take reasonable steps to ensure compliance with the APPs.

Access to Your Personal Information

You may request access to your personal information by writing to us. We will respond within a reasonable time. Access may be refused in limited circumstances permitted by law.

Correction of Personal Information

If your information is inaccurate, incomplete, or outdated, you may request correction. We will take reasonable steps to update it and notify relevant third parties where appropriate.

Security of Personal Information

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. This includes secure paper and electronic storage, password-protected systems, restricted access, and secure destruction of information no longer required.

Complaints

If you believe we have breached the APPs, you may lodge a complaint in writing to us. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Changes to This Policy

We may amend this Policy at any time. The latest version will always be available on our website.