

Jan Ford Real Estate - Privacy Statement

1. Introduction

Jan Ford Real Estate applies the highest standards of ethics and professionalism in providing services to our valued clients. We conduct our business in accordance with all relevant statutory requirements. At Jan Ford Real Estate we are committed to protecting your privacy and ensuring that your personal information is protected, consistent with the National Privacy Principles of the Commonwealth Privacy Act (1988).

There are 10 National Privacy Principles under the Privacy Act. These set standards for protecting the privacy of all individuals in their dealings with corporations.

2. Corporate Body

This statement applies to Aditi Pty Ltd (ACN 008 950 678) t/as Jan Ford Real Estate (ABN 73 323 923 543).

The Company is a Licenced Real Estate Agent under the provisions of the Real Estate and Business Agents Act and is a member of the Real Estate Institute of Western Australia and the Ausnet real estate group. Jan Ford Real Estate offers a range of real estate services including:

- marketing and negotiating the sale or leasing of residential, rural and commercial property
- managing residential, industrial, commercial and retail property, and
- sales of development projects.

The Company has referral relationships with other agents, banks, finance brokers, conveyancers, solicitors, financial advisors, valuers, insurers, tradespeople, maintenance and cleaning contractors in order to carry out its business.

3. Definitions

3.1 Personal Information

Your personal information includes details such as name, date of birth and contact details (such as phone and fax numbers, e-mail address).

3.2 Sensitive Information

Sensitive information comprises personal details that may be used inappropriately. The recording of such information has stricter requirements than other types of personal information.

Examples of sensitive information include but are not limited to personal information or opinions on your health, criminal record, sexual preferences, religion, political views etc. Sensitive information can only be recorded if it is relevant to do so and with your consent. Generally, sensitive information is not considered relevant to the assessment of tenancy applications or to the provision of most real estate services or contracts.

4. Jan Ford Real Estate's Privacy Principles

4.1 *Collection of Personal Information (National Privacy Principle 1)*

Where you have requested a service, Jan Ford Real Estate collects your personal information where it is necessary primarily to identify you or your business entity and to assess and establish the service/s you have requested.

4.2 *Your Rights and the Disclosure of Personal Information*

You need not give personal information about yourself that may be requested by us to supply our services. However, without that information we may not be able to carry out our responsibilities to our Principals (Property Owners) and/or provide the services you requested.

4.3 *Use of Information (National Privacy Principle 2)*

Jan Ford Real Estate collects your personal information and uses the information to provide services requested by you. We may use your personal information for related purposes, such as credit agency references and tenancy references in accordance with National Privacy Principles. Your personal information may also be used to complete internal business functions such as auditing, management reporting, research, product development and planning.

4.4 *Disclosure of Information (National Privacy Principle 2)*

In providing services Jan Ford Real Estate may disclose your personal information to organizations that carry out functions on our behalf or on behalf of our clients. This may include but not be limited to sales consultants, property managers, tradespeople, maintenance and cleaning contractors, pest controllers, service providers (water, electricity, sewerage and waste disposal, telephone etc.), conveyancers and other services providers we may use in the provision of secondary services such as external auditors and information technology consultants.

Jan Ford Real Estate endeavours to ensure that your personal information is protected in accordance with its privacy policy and is only used to carry out functions on its behalf. However, we cannot accept liability for any misuse of your personal information by those organizations or individuals.

Jan Ford Real Estate may also use and disclose your personal information to complete business functions within Jan Ford Real Estate such as internal auditing, performance reporting, research, product development and planning.

In accordance with National Privacy Principles Jan Ford Real Estate may also use and disclose your personal information with the Ausnet Group of Independent Real Estate Agents to send direct marketing material about other products and services that may be of interest to you.

You may advise us at any time if you do not want to receive information about these products and services. This does not preclude you from being provided with information about terms and conditions, statements and other information specific to your existing accounts or services.

4.5 Date Quality (National Privacy Principle 3)

Jan Ford Real Estate must ensure your personal information collected, used or disclosed is, at all times, accurate, complete and up to date.

You should advise us immediately when you become aware that any information we hold about you is incorrect or out of date. We undertake to amend our records as soon as practicable subject to the validity of the request being confirmed.

4.6 Data Security (National Privacy Principle 4)

Jan Ford Real Estate will take all responsible steps to protect the personal information it holds from misuse and loss and from unauthorized access modification and disclosure. Your information may be stored in paper or electronic format.

Security measures implemented with respect to our IT systems will take account of internal and external recommendations, general industry practice and technological development in the provision of IT security services.

When using our internet services we may use "cookies" to ascertain product preferences and tailor future visits to the site to suit them. Most web browsers can be configured to not accept cookies, however the site functionality may be restricted as a result. Other than statistical information we do not collect information about you through our website other than where you provide it.

4.7 Open Practices (National Privacy Principle 5)

Jan Ford Real Estate has a policy and an internal Operations Manual that describes our information handling practices. Information in this statement gives you an overview of how we manage your personal information and your rights under the Act.

4.8 Access (National Privacy Principle 6)

You are entitled to access personal information we may hold about you. The type of information that you may request is your personal information as well as comments, opinions and file notes that Jan Ford Real Estate holds about you.

We will process your request within a reasonable time, generally seven days for a simple request. More complex requests may take longer.

There is no fee for lodging a request for personal information and proof of identity is required. However, Jan Ford Real Estate reserves the right to recover reasonable costs associated with processing the request. You will be advised of the cost, if any, before we proceed. Jan Ford Real Estate is not required to provide you with access to your information in some cases, i.e. where the law allows us to deny access. If we deny you access to your information you will be advised the reason why.

A request to access your personal information must be directed to the Licensee.

4.9 Correction

You may ask Jan Ford Real Estate to correct personal information we hold about you at any time. The company undertakes to correct the information within a reasonable time provided it is satisfied as to the validity of the request being confirmed. If the validity of the request cannot be confirmed by Jan Ford Real Estate you will be advised that we have not acted on it and the reason why. If Jan Ford Real Estate disagrees with your request to correct information it holds, you have the right to request a statement be held with the information noting your disagreement.

4.10 Identifiers (National Privacy Principle 7)

Identifiers are unique numbers that a Commonwealth Government agency has assigned to you such as Medicare and Tax File Numbers. By law, an organization must not use government identifiers as its own identifiers for individuals.

Jan Ford Real Estate is sometimes required to collect identifiers such as Driver's Licence, Passport or Credit Card details for the purposes of identification and the

security of the properties under our management. You may choose not to provide these details but we may then not be able to provide you with the service you request.

4.11 Anonymity (National Privacy Principle 8)

In complying with the National Privacy Principles Jan Ford Real Estate will allow its customers and clients to interact anonymously wherever it is lawful and practical to do so.

4.12 Trans Border (overseas) Data Flow (National Privacy Principle 9)

Should you request a transaction or service where personal information may be transferred to another country, your information may be transferred to a country that does not have the same privacy laws as Australia. This may occur in instances where you are negotiating or entering into an agreement directly or indirectly with a non-resident owner, vendor or purchaser and your personal details may be divulged.

4.13 Sensitive Information (National Privacy Principle 10)

If it is necessary to record sensitive information (such as health related information), we must obtain your specific consent to collect that information. Sensitive information is not generally required for most of the services we provide. You are entitled to access any information we record.

5. Information Required for Statutory Compliance Purpose

In addition to questions that Jan Ford Real Estate may ask to ensure general statutory compliance there may be special circumstances where the company or its agents are required to seek additional information about you.

An example of this could be by way of an application on your behalf to the Foreign Investment Review Board.

Jan Ford Real Estate may also be required to pass on personal information to Statutory Authorities under the provisions of various Commonwealth and State Government Acts, i.e. Australian Bureau of Statistics, Valuer General's Office, Australian Taxation Office etc.

6. Further Information or Questions

Our company has trained its staff in accordance with the National Privacy Principles and has adopted procedures to ensure our compliance. However, should you have any questions or require further information please direct your inquiries to the Licensee in the first instance.