

PRIVACY STATEMENT

This Statement is given in accordance with the Privacy Act 1988 and the application of the National Privacy Principles therein. This document sets out the policies of Boettcher Realty in any transaction or potential transaction you may have with the company.

Types of personal information we collect

When we collect information, only that which is necessary to perform our functions is collected. This may include but not be limited to the sales, letting, management, refurbishment and maintenance of properties.

We collect personal information

Generally, we collect, update and use personal information about you to carry on our business:-

- Leasing & Management of properties including payment of creditors and landlords and through electronic payment systems.
- Processing of tenancy applications including confirmation of identity, assessment of ability to meet rental payments and take appropriate care of property during tenancy.
- Establishment of rent payment services when you become a tenant eg. Bpay or such other services as may be utilised by us from time to time.
- Contact next-of-kin in an emergency situation.
- Research and development of new products and services.
- Training and quality control processes.
- Positive identification and verification purposes with communicating with you over the telephone.
- Communication of a related company's or a third party's marketing offers to you and/or other parties nominated on forms completed by us for you.
- To meet our legal obligations eg. In accordance with legislation.
- To ascertain suitability to the property for feedback to clients.

How we collect information

Generally we collect personal information directly from you, such as when you apply for a product or service. We also access and/or purchase information available on commercial databases which is used for processing of tenancy applications and marketing our services.

Disclosure of your personal information

As stated above information is collected for a variety of purposes. In fulfilling the duties and obligations associates with these uses, it is sometimes necessary to disclose your data to a third party e.g. a maintenance contactor, building inspector or a valuer engaged to perform work on the property. If you are a tenant and you default of your tenancy agreement, then the information may also be disclosed to a Tenancy Database for use by another member agent. When information is disclosed to any other party it is done in accordance with provisions of the Privacy Act and other legislative requirements which may exist at the time.

Direct Marketing

From time to time we use information supplied to us by commercial database companies for marketing our company services. This is done in accordance with the provisions of the Privacy Act 1988. Prospective clients and customers are given the opportunity to be excluded from any marketing activities and can elect not to receive specific and direct marketing communication from us.

Access to and correction of your personal information

Anyone who has provided personal information to us may access this information and provide corrections to it if appropriate. This will be carried out in accordance with the provision of the Privacy Legislation. If your personal details change, such as telephone number, address, please contact us so that we can continue to provide you with our products and services.

If you have a complaint about privacy

Should you have a complaint that relates to how we have collected or used the information you have provided, we would like the opportunity to remedy the situation, To lodge a complaint please contact us at 76 Warwick Road, Ipswich.

About this Privacy Policy Statement

From time to time our Privacy Statement may be updated. The latest version may be obtained at our office.