

Privacy Policy

Cairns Key Real Estate Pty Ltd (ABN 42 100 188 896) is a real estate agency based in Cairns in the State of Queensland. References to "Cairns Key Real Estate", "we", "us" and "our" in this Privacy Policy refer to Cairns Key Real Estate Pty Ltd.

This Privacy Policy sets out the manner in which we collect, use, disclose and manage personal information. By using the Website, subscribing to our services or entering into an agreement with us, you are taken to have read, and agreed to the collection, use, disclosure and handling of your personal information in accordance with this Privacy Policy.

We may modify this Privacy Policy at any time. You should review this Privacy Policy periodically so that you are updated on any changes.

Respecting Information Privacy

We recognise the importance of protecting personal information. We do not collect sensitive information as defined under the Privacy Act 1988 (Cth) ("Privacy Act"), such as racial or ethnicity information, political opinions or associations, criminal records or health information.

In collecting and handling personal information, we are bound by the Privacy Act, including the Australian Privacy Principles ("APPs"), and applicable privacy regulations.

What personal information do we collect?

The types of personal information we may collect include contact information (such as your name, address, email address, fax and telephone number), your newsletter preferences, your committee affiliations and any feedback that you provide to us about our products and services, our website, or other matters.

Personal information may be collected by way of forms filled out by individuals (including via online forms), emails, telephone conversations, online user-generated content and market research, face-to-face meetings and interviews. Where necessary and with your consent, we supplement the information we receive from you with information from third party sources, such as your employer or nominating organisation (if you are a committee member).

How might Cairns Key Real Estate use and disclose your personal information?

Cairns Key Real Estate may use and disclose your personal information for the primary purpose of collection, or for reasonably expected secondary purposes which are related to the primary purpose, or for purposes to which you have consented, and in other circumstances authorised by the Privacy Act.

Generally, Cairns Key Real Estate may use and disclose your personal information for a range of purposes, including to:

- provide you with our products or services that you have requested;
- respond to your queries or feedback;
- provide you with any communications or publications in which we think you might be interested, or which you have requested;
- let you know about new property listings;
- activities and programs that might be useful to you; and
- facilitate your participation in forums, social events and educational events.

Disclosure of personal information to other parties

Cairns Key Real Estate may disclose your personal information to third parties such as our staff members, our professional advisers, our external service providers that provide services to us (such as distribution of

newsletters, standards and other publications developed by Cairns Key Real Estate. We may disclose your personal information for the purposes set out above.

We may also disclose your personal information if it is required or authorised by law, where disclosure is necessary to prevent a threat to life, health or safety, or where we are otherwise permitted by the Privacy Act. We do not sell or license your personal information to third parties.

Security and management of personal information

Cairns Key Real Estate will take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. The ways we do this include:

- limiting physical access to our premises;
- limiting access to the information we collect about you (for instance, only those of our personnel who need your information to carry out our business activities are allowed access and committee members only have access to the contact details of members of their own committee and not other committees);
- requiring any third-party providers to have acceptable security measures to keep personal information secure; and
- putting in place physical, electronic, and procedural safeguards in line with industry standards.

If we no longer require your personal information and are not legally required to retain it, Cairns Key Real Estate will take reasonable steps to destroy or permanently de-identify the personal information.

Links from our website to other websites

Our website may contain links to third party websites. We do not operate these websites and therefore are not responsible for the collection or handling of personal information by the operators of these websites.

Accessing the information we hold about you

Under the APPs, you may be able to obtain a copy of the personal information that we hold about you. The APPs provide some exceptions to your rights in this regard. To make a request to access this information, please contact us in writing. We will require you to verify your identity and specify what information you require. We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

Updating your personal information

We endeavour to ensure that the personal information we hold about you is accurate, complete and up-to-date. Please contact Cairns Key Real Estate at the contact address set out below if you believe that the information we hold about you requires correction or is out-of-date.

Updates to this Policy

This Privacy Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and the changing business environment.

Complaints

If you are concerned that we have not complied with your legal rights or applicable privacy laws, you may bring a complaint internally through our complaints process or you may decide to make a formal complaint with the Office of the Australian Information Commissioner (www.oaic.gov.au) (which is the regulator responsible for privacy in Australia).

We will deal with complaints as follows:

Step 1: let us know

- If you would like to make a complaint, you should let us know by contacting our Privacy Officer (see below for contact details).

Step 2: investigation of complaint

- Your complaint will be investigated by our Privacy Officer.
- A response to your complaint will be provided in writing within a reasonable period.

Step 3: contact OAIC

- We expect our procedures will deal fairly and promptly with your complaint. However, if you remain dissatisfied, you can also contact the Office of the Australian Information Commissioner as follows:

Office of the Australian Information
Commissioner (OAIC)
Complaints must be made in writing
1300 363 992
Director of Compliance
Office of the Australian
Information Commissioner
GPO Box 5218
Sydney NSW 2001
www.oaic.gov.au

Contact us

Any complaints or correspondence in relation to this Privacy Policy should be sent to our Privacy Officer at:

Cairns Key Real Estate

77 Alfred Street,
Manunda, QLD 4870

Email: cairns@cairnskey.com.au

We will endeavour to respond to all complaints and correspondence promptly.