

For The Buyer



PRIVACY POLICY AND COLLECTION NOTICE

**For The Buyer
&
KR Property Agents**

Effective date: 1 January 2026

Rose Property Partners Pty Ltd ATF Rose Property Partners Family Trust (ACN 635 854 590) trading as For The Buyer and trading as KR Property Agents (individually and together referred to as “**we**”, “**us**” or “**our**”) operates a buyer’s agency and property management business, including through our website(s), contractors, consultants, white label service providers and integrated software platforms.

This document is a combined Privacy Policy and Collection Notice. It explains in detail how we collect, use, disclose, store and protect personal information, how individuals may access and correct their personal information, and how to make a complaint. It also operates as a Collection Notice under Australian Privacy Principle (APP) 5.

The *Privacy Act* 1988 (Cth)(the **Act**) allows for ‘personal information’, including ‘sensitive information’ (which are defined in the Act) about you to be collected, used and disclosed provided we have provided you with notice and in certain circumstances also obtained your consent. In this Privacy Policy and, where appropriate, a reference to ‘personal information’ includes ‘sensitive information’.

We are committed to handling personal information openly and transparently in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

We may (from time to time) update, revise, amend or replace this Privacy Policy by posting any changes to it on our website or by giving you any other form of notification.

This Privacy Policy is available on our website, at our office and may also be made available to you at any property inspection or when we first communicate with you by email.

1. What Is Personal Information (APP 1)

“Personal information” means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether it is recorded in a material form or not.

In this Privacy Policy, a reference to personal information includes sensitive information unless stated otherwise.

2. Scope of This Privacy Policy (APP 1)

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This Privacy Policy applies to personal information we collect, use and disclose:

- through our website(s) and online portals;
- when you make enquiries or communicate with us;
- when you engage our buyer's agency services;
- when you engage our property management services;
- in connection with residential tenancies, rental applications, inspections and property ownership;
- through contractors, consultants, trades, IT providers and white label service providers engaged by us; and
- where we are required or authorised by law to collect personal information.

3. Collection of Personal Information (APP 3 & APP 5)

We collect personal information that is reasonably necessary for us to carry out our functions and activities as a Buyer's Agency and Property Management firm, and to comply with our obligations under the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs).

Personal information may be collected directly from you or, where lawful and reasonable, from third parties.

If we are unable to collect certain personal information, we may be unable to provide some or all of our services.

The types of personal information we may collect include, but are not limited to, the following.

Identification and Contact Information

We may collect personal information such as an individual's name, residential and postal address, email address, telephone number, date of birth, and other contact details. This information may be collected from buyers, property owners, tenants, rental applicants, contractors, service providers, and other individuals we deal with in the course of our business.

Buyer's Agency Services

When providing Buyer's Agency services, we may collect personal information including property search requirements and preferences, budget parameters, purchase objectives, inspection and negotiation records, and correspondence relating to potential or completed property transactions. Where relevant and permitted by law, we may also collect information relating to finance pre-approval or purchasing capacity to assist in assessing suitability and progressing a purchase.

Personal information may be collected when you submit an enquiry, engage our services, attend inspections, request advice or proceed with a property purchase.

Property Management and Leasing Services

We collect personal information reasonably necessary to perform property management services and comply with residential tenancy laws.

Landlords

- name, address and contact details;
- bank account and payment details;

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- property ownership and tenancy information;
- insurance and compliance information.

Tenants and Rental Applicants

- name, address, date of birth and contact details;
- identification documents;
- employment, income and rental history;
- references;
- emergency contact details;
- rental application information;
- bond, payment and tenancy records; and
- inspection and maintenance records.

Trades and Service Providers

- name, business and contact details;
- licence, insurance and compliance information;
- payment and invoicing details.

Personal information may be collected at inspections, during rental applications, when entering into tenancy agreements, throughout the tenancy and during outgoing inspections.

Financial and Payment Information

We may collect financial information such as bank account details, rent payment records, bond details, invoices, and transaction histories where necessary to process payments, manage trust accounts, disburse funds, or meet accounting, audit, and legal requirements.

Verification, Compliance, and Legal Information

We may collect personal information to verify identity, conduct reference or background checks, comply with anti-fraud or other regulatory obligations, manage complaints or disputes, or respond to lawful requests from courts, tribunals, regulators, or government agencies.

Sensitive Information

We do not generally collect sensitive information (as defined in the *Privacy Act 1988 (Cth)*) unless it is reasonably necessary for our functions and activities and we have obtained consent, or where collection is otherwise permitted or required by law. Sensitive information may include information disclosed to us in limited circumstances, such as information relevant to tenancy or accommodation requirements.

Website, Online Portals and Communications

When individuals interact with our website, online portals, or digital communications, we may collect personal information such as IP addresses, device and browser information, usage data, enquiry details, and records of communications submitted via online forms, email, telephone, or other channels. This information is collected for

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security, analytical, administrative and operational purposes and may be aggregated or anonymised where possible.

Collection Notice (APP 5)

We collect personal information directly from individuals and, where lawful and reasonable, from third parties such as referees, employers, credit reporting bodies, tenancy databases, service providers, property listing platforms, or publicly available sources.

The personal information we collect is used to provide Buyer's Agency and Property Management services, communicate with clients and other parties, manage properties and tenancies, process payments, and comply with our legal and regulatory obligations. If we are unable to collect certain personal information, we may be unable to provide some or all of our services.

Tenancy Databases

We may use tenancy databases to assess rental applications and manage residential tenancies. Personal information listed on a tenancy database may include a tenant's name, date of birth, contact details, the address of the rental property, the reason for the listing, and details of any outstanding amounts or breaches of a tenancy agreement.

Before listing personal information on a tenancy database, we will take reasonable steps to ensure the information is accurate, complete, up to date, and not misleading, and we will comply with our obligations under applicable state and territory residential tenancy legislation. Individuals may request access to information held about them on a tenancy database and request correction if the information is inaccurate, in accordance with the *Privacy Act 1988 (Cth)*.

Credit Reporting Bodies

In connection with rental applications or tenancy management, we may collect and exchange personal information with credit reporting bodies, where permitted by law. This may include information relating to an individual's identity and credit history for the purpose of assessing suitability for a residential tenancy.

We will only collect, use, or disclose credit-related information in accordance with the *Privacy Act 1988 (Cth)* and applicable credit reporting provisions.

4. Anonymity and Pseudonymity (APP 2)

Where lawful and practicable, you may interact with us anonymously or using a pseudonym.

We are not always able to deal with people who do not wish to identify themselves. This will be particularly the case when we are proposing to, or we do, act for a vendor or a landlord in relation to either the sale or rental/lease of any property or where we are dealing with a purchaser in relation to a purchase of a property. This will also apply where we are also dealing with actual or prospective tenants for any rental property that we manage.

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Further, we are not able to allow people through any property inspections who do not wish to identify themselves as this can create security and other concerns for the property owner (among other considerations).

As such, due to the nature of buyer's agency and property management services and our legal obligations, we generally require personal information to provide services, assess applications, administer tenancies, and comply with applicable laws. If you choose not to identify yourself, we may not be able to provide some or all of our services.

However, where possible, we can provide information of a general nature such as, for example, we can respond to general telephone and related enquiries about a rental/lease or purchase property to unidentified individuals. Of course, if an individual makes an enquiry by email or other electronic or written methods then there is every possibility that the mode of communication may identify you.

5. Sensitive Information (APP 3)

Sensitive information includes information such as health information, criminal history or biometric information.

We do not generally collect sensitive information unless:

- it is reasonably necessary for our functions or activities;
- you have provided consent; or
- collection is required or authorised by law (including residential tenancy legislation).

6. How We Collect Personal Information from You and Other Sources

We will collect personal information from you in the following circumstances:

Property Management

- if you are a prospective or current landlord and you want us to manage your property, then we will collect personal information from you in order to identify you and the property;
- if you are a prospective or current tenant and/or you inspect any rental property, then we will collect personal information from you when you attend the property inspection; and
- if you are a prospective or current tenant and you want to rent a property, then we will collect personal information from you, usually at the rental application stage from the rental application and supporting documentation that you supply. If you are the successful tenant then we may also collect personal information from you during the continuation of any tenancy or lease agreement with the landlord.

Buyer's Agency Services

- if you are a prospective or current buyer and you engage us, or enquire about engaging us, to provide Buyer's Agency services, then we will collect personal information from you in order to identify you, understand your property requirements, and provide our services;

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- if you are a prospective or current buyer and you request property searches, attend property inspections with us, or request advice or recommendations, then we may collect personal information from you in connection with those activities;
- if you are a prospective or current buyer and you proceed with a property purchase with our assistance, then we may collect personal information from you during the course of the buying process, including information provided in correspondence, agreements, or documentation relating to inspections, negotiations, offers, contracts, and settlement.

How we collect personal information from other sources

We can collect personal information about you from other sources in any manner permitted by the Act. We will only collect personal information from other sources where it is reasonably necessary for us to do so in relation to, or in connection with, any services we are supplying in connection with our real estate (Buyer's Agency and Property Management) business. Examples of such sources of personal information include:

- from referees, employers or agents;
- from your agents, other owners, insurers and underwriters, contractors, legal, financial and other advisors in relation to or in connection with any tenancy, lease or contract for sale of the property;
- from government registers or public registers including those managed by the NSW Land & Property Information;
- from tenancy databases and credit reporting bodies;
- from publicly available information;
- from property valuers or related service providers; and
- from our other service providers including any third party that has been authorised to supply us with personal information.

7. When the law authorises or requires collection of personal information

There are laws that may require us to collect and disclose your personal information. For example, we may be required to collect and disclose your personal information pursuant to the *Property, Stock and Business Agents Act 2002* (NSW), including any regulation under that law.

8. How your personal information may be used

We may collect and disclose your personal information for the following purposes including:

Property Management

- to identify and/or verify the identity of any prospective or actual landlord or tenant for any property we manage or propose to manage;
- to process and assess any application received in relation to a tenancy or lease of any property;
- to advertise, market and promote any tenancy or lease of any property;
- to negotiate and prepare any tenancy agreement, lease or any other document for any property;

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- to liaise and exchange information with the landlord or the tenant as well as their agents, contractors, legal, financial and other advisors in relation to or in connection with any tenancy or lease of the property;
- to manage any tenancy or lease agreement including the collection of rent and other amounts on behalf of the landlord and the preparation of required statements of account;
- to ensure the safety and security of landlords and existing occupiers and of each of their property in connection with the inspection of any property by prospective tenants;
- to provide your insurer with information relating to or connected with any property;
- to comply with any applicable law in connection with the tenancy agreement or lease;
- to confirm whether the landlord or tenant is registered for GST purposes;
- to tell you about any other rental property that we are managing or any other service that we provide, unless you tell us not to (this is referred to as direct marketing);

Buyer's Agency Services

- to identify and verify the identity of a prospective or actual purchaser for whom we act, including to comply with applicable legal, regulatory and professional obligations;
- to understand a purchaser's property requirements, objectives, budget and preferences in order to search for, assess, recommend and acquire suitable residential or commercial property on the purchaser's behalf;
- to source, research, assess and evaluate properties, including on-market and off-market opportunities, and to provide advice and recommendations to the purchaser;
- to liaise, communicate and exchange information with selling agents, vendors, property owners, developers, purchasers (including prospective purchasers) and their respective agents in connection with the proposed acquisition of property;
- to negotiate the acquisition of property on behalf of the purchaser, including providing non-legal assistance in relation to offers, expressions of interest, contracts for sale, exchange of contracts and the preparation of relevant statements or transactional documents;
- to liaise and exchange information with the purchaser's legal, financial, tax, building, pest and other professional advisors in connection with or relating to the acquisition of property;
- to arrange, attend and manage property inspections, auctions and due diligence activities on behalf of the purchaser, and to take reasonable steps to ensure the safety and security of persons and property involved;
- to comply with our obligations under applicable laws, including the *Privacy Act 1988 (Cth)*, anti-money laundering and counter-terrorism financing requirements, and real estate and consumer protection legislation;
- to confirm whether a purchaser is registered for GST purposes, where relevant to the transaction; and
- to provide information about other property opportunities, market updates or services we offer that may be of interest to the purchaser, in accordance with APP 7 (Direct Marketing), unless the individual has opted out or otherwise requested that we not do so.

Automated Decision Making

- to be used in the operation of ADM (e.g. computer programs) to make various decisions that may impact our services, including but not limited to client's rights under an arrangement and access to a significant service or support;

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Generally:

- to provide statistical and other information to the Real Estate Institute of New South Wales and Realestate.com.au (REA Group);
- to provide information that may be used for aggregation and analysis of real estate market trends by property data providers such as Domain Group, RP Data, CoreLogic and Location Score.
- for the listing and promotion of properties through online property portal such as Realestate.com.au, Domain and OnTheHouse.
- for market analysis, public policy and reporting through Government agencies such as the Australian Bureau of Statistics (ABS), NSW Department of Planning, Industry and Environment (DPIE) and other regulatory bodies.
- other industry associations like the Real Estate Institute of Australia (REIA) and National Property Group Networks, where required.
- to act on behalf of clients in accordance with any agency agreement and to comply with our obligations under that agreement;
- to allow us to run our business efficiently and to perform administrative and operational tasks;
- to operate controlled money accounts;
- to comply with any dispute resolution or other legal process;
- in order to update our records and an individual's contact details;
- if we enter into or propose to enter into any agreement or arrangement with any party for the purpose of or in connection with the acquisition of our business (including any part of our business that includes personal information), then we may provide that party (including its legal, financial and other professional advisers) with personal information in relation to or in connection with those arrangements; and
- any other purpose to which an individual has consented.

9. Tenancy Databases (Including TICA)

We use tenancy databases, including TICA and potentially other tenancy databases, to assess rental applications and manage residential tenancies.

Personal information listed on a tenancy database may include:

- tenant name and date of birth;
- contact details;
- rental property address;
- reason for the listing;
- details of any breach of a tenancy agreement or outstanding amounts.

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Before listing personal information on a tenancy database, we take reasonable steps to ensure the information is accurate, complete, up to date and not misleading, and that we comply with applicable state and territory residential tenancy legislation.

Individuals may request access to, and correction of, information held about them on a tenancy database in accordance with the Privacy Act 1988 (Cth).

10. Credit Reporting Bodies

In connection with rental applications or tenancy management, we may collect and exchange personal information with credit reporting bodies where permitted by law.

We only collect, use and disclose credit related information in accordance with the Privacy Act 1988 (Cth) and applicable credit reporting provisions.

11. Use and Disclosure of Personal Information (APP 6)

We use and disclose personal information only for purposes permitted by the Privacy Act, including:

- responding to enquiries and requests;
- providing buyer's agency and property management services;
- assessing rental applications and administering tenancies;
- collecting rent, arranging bond lodgement and managing payments;
- organising repairs, maintenance and inspections;
- communicating with landlords, tenants, buyers and service providers;
- internal administration, billing and record-keeping;
- improving our services, systems and website; and
- complying with legal and regulatory obligations.

We do not rent or sell personal information.

Personal information may be disclosed to:

- landlords and tenants (where relevant to a tenancy);
- contractors, consultants and service providers (including white-label property managers, IT providers and software vendors);
- tradespeople and service providers for maintenance and repairs;
- banks, payment processors and insurers;
- professional advisers such as accountants and legal advisers; and
- regulators, tribunals or law enforcement agencies where required or authorised by law.

12. Direct Marketing (APP 7)

We may also use the information, including personal information (excluding sensitive information), provided by you for marketing and research purposes, to analyse and improve products, services and benefits and to inform you of products, services and benefits provided by us, our related entities, suppliers or sponsors [which we consider may be of value or interest to you, unless you tell us (see the marketing opt-out below), or have previously told us not to. We will not use your sensitive information for these purposes without your consent.

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You may opt out of receiving marketing communications at any time by using an unsubscribe function (where available) or by contacting us using the details below.

13. Automated DecisionMaking (ADM)

We may use automated systems and decision-making tools now or in the future to assist with administrative, analytical and operational functions, including:

- allocating enquiries and applications;
- screening rental applications;
- generating recommendations or alerts;
- workflow prioritisation; and
- reporting and analytics.

Where automated decision making is used in a manner that could reasonably be expected to significantly affect an individual's rights or interests, we will take reasonable steps to ensure compliance with the Privacy Act and applicable laws. Where automated decision making is used in a manner that could reasonably be expected to significantly affect an individual's rights or interests, we will take reasonable steps to ensure compliance with the Privacy Act and applicable laws.

14. How we share your personal information

Sharing personal information with third parties

We may seek and use personal information about you from, and use or disclose personal information about you to, third parties in relation to, or in connection with, the potential or actual rental of a property, the sale and purchase of a property or other business or administrative functions for the real estate agency. These third parties may include:

- your representatives, solicitors/lawyers, settlement agents, accountants, brokers, financial planners, wealth creation experts;
- any conjunction, co-listing, buyers' or other property agents that acts on your behalf in connection with the rental, leasing, sale and purchase of property;
- auctioneers;
- your financier including any mortgage brokers that may be assisting you with any existing mortgage loan or application in relation to the sale or purchase of property;
- valuers, surveyors, insurers, re-insurers, claim assessors and investigators;
- financial institutions including deposit taking institutions;
- if you are a tenant, including any prospective tenant, your referees, including your employer or other individuals to confirm your identity and/or other details about you in any rental application that you submit;
- organisations in and associated with debt collecting;
- law enforcement agencies;
- government and/or regulatory bodies including (without limitation) the NSW Land and Property Management Authority, Australian Taxation Office, the NSW Office of State Revenue. In many cases, these organisations may share information with foreign authorities;
- mailing houses and telemarketing agencies that assist us to communicate with you;
- if we enter into, or propose to enter into, any agreement or arrangement with any party for the purpose of, or in connection with, the acquisition of our business (including any part of our business that includes

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personal information), that party (including its legal, financial and other professional advisers) to provide personal information in relation to or in connection with those arrangements; and

- service providers including IT and data consultants, agents, contractors and advisers that assist us to conduct our business.

Sharing personal information with related companies

We may share personal information about you with our related companies for any of the purposes described above.

Sharing personal information outside of Australia

We may store information about you in cloud-based 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 at any given time.

We generally store and process personal information within Australia.

Our website and Microsoft 365 data are hosted on servers located in Australia.

We also engage third-party software and service providers to support our business operations, including property management, time tracking, administrative functions, and electronic signing services. This includes the use of **DocuSign** to facilitate the execution and management of agreements and related documents. These third-party providers may access, store or process personal information and, where applicable, sensitive information on our behalf and only for the purposes of providing their services to us and in accordance with our instructions.

While our primary systems are hosted in Australia, some third-party applications integrated with those systems may store or process personal information on servers located outside Australia. In particular:

- our property management software is hosted in Australia; however, some integrated third-party applications may store or process personal information on servers located in the United States of America; and
- if time-tracking software is used, personal information may be stored on Microsoft Azure servers located in Amsterdam, Netherlands, European Union.

Where we disclose personal information to overseas recipients, including through the use of third-party service providers such as DocuSign, we take reasonable steps to ensure that those recipients handle personal information in a manner consistent with the Australian Privacy Principles. These steps may include assessing the provider's privacy and security practices, relying on contractual protections, and limiting use and disclosure of personal information to authorised purposes only.

Despite these steps, personal information disclosed to overseas recipients may be subject to foreign laws and regulatory requirements. In some cases, those countries may not have privacy laws or binding schemes that provide protections substantially similar to the Australian Privacy Principles, and you may not have access to mechanisms to enforce your privacy rights in those jurisdictions.

If you do not provide personal information

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If you do not provide your personal information to us, it may not be possible to provide you with the service that you have requested or applied for, for example:

- if personal information is not disclosed in a rental application by a prospective tenant, we may be unable to process the application and/or submit it to the landlord for their consideration or approval. If you enter into a residential tenancy or lease agreement, you will need to be identified and your personal information will be included in the tenancy or lease documentation;
- if personal information is not disclosed by a property owner in connection with the residential leasing or management of their property, we may be unable to verify ownership and provide property management services;
- if personal information is not disclosed by a prospective or current buyer engaging our Buyer's Agency services, we may be unable to assess your requirements, provide advice, conduct property searches, arrange or attend inspections, or otherwise act on your behalf in the property buying process;
- if personal information is not disclosed by a prospective buyer when attending property inspections arranged or attended by us, we may be unable to facilitate or permit access to the inspection, where identification or registration is required;
- if personal information is not disclosed in connection with documentation, correspondence, or agreements required to progress a property purchase with our assistance, we may be unable to continue to act for you or provide Buyer's Agency services; and
- to inform you about other services we provide that may be relevant to your needs, unless you have opted out of receiving such communications.

Personal information about other people

If you give us personal information about any other person in relation to, or in connection with, the rental/lease or purchase of any property:

- we are entitled to assume that you have sought their consent to the disclosure of such personal information to us;
- we have collected their personal information for the purposes set out in this Privacy Policy;
- we may exchange their personal information with other organisations for the purposes set out in this Privacy Policy;
- we will handle their personal information in the same way as set out in this Privacy Policy and they can:
 - access or request a copy of this Privacy Policy; or
 - access the personal information we hold about them.

15. Overseas Disclosure of Personal Information (APP 8)

We primarily store and process personal information within Australia. Our website, core business systems and Microsoft 365 environment are hosted on servers located in Australia.

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However, some of the third-party service providers we use to support our operations—such as cloud-based property management systems, accounting platforms, document storage tools, time-tracking systems and electronic signing services (including DocuSign)—may store or process personal information on servers located outside Australia. These locations may include the United States of America and European Union jurisdictions such as Microsoft Azure servers located in Amsterdam, Netherlands.

Some cloud-based and integrated applications use globally distributed infrastructure for redundancy, performance and disaster recovery. As a result, it may not always be practical to know the specific country in which personal information may be held at any given time.

We take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with the Australian Privacy Principles. These steps may include conducting due diligence on the provider's privacy and security practices, relying on contractual protections, and limiting use and disclosure of personal information to authorised purposes only. However, not all overseas service providers will agree to contractual APP-equivalent obligations, and even where they do, such contracts may not be enforceable in Australia.

Despite these steps, personal information held in overseas jurisdictions may be subject to foreign laws that do not provide protections equivalent to those under the Privacy Act 1988 (Cth). This may mean you are unable to exercise your privacy rights or access enforcement mechanisms available under Australian law.

By using our services or providing personal information to us, you acknowledge that overseas recipients may not be subject to Australian privacy law and that we may not be able to hold those recipients accountable under the Australian Privacy Principles. We are not responsible for the privacy practices of third-party recipients outside our control.

16. Government-Related Identifiers (APP 9)

We do not use government-related identifiers (such as driver licence or passport numbers) as our own identifiers, except where required or authorised by law.

17. Cookies and Website Analytics (APP 1 & APP 5)

Our website(s) may use cookies and server logs to:

- analyse website traffic and usage;
- improve functionality and user experience; and
- temporarily store information entered into online forms.

We may use analytics tools such as Google Analytics, or other third-party analytics services to collect information about website usage.

By using our website, you consent to our use of cookies. You may withdraw consent by disabling cookies in your browser settings; however, some website features may not function properly if cookies are disabled.

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18. Aggregated Statistics

We may collect and publish aggregated, anonymised statistics relating to website usage and service activity. This information does not identify individuals.

19. Storage, Security and Retention (APP 11)

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure, in accordance with the Privacy Act 1988 (Cth) and the APPs, through administrative, technical and physical safeguards.

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Personal information is retained only for as long as reasonably necessary to fulfil the purposes for which it was collected, including legal, accounting and record-keeping obligations. When no longer required, we take reasonable steps to destroy or de-identify personal information.

We implement a combination of **technical, administrative, and physical safeguards**, including:

- **Access Controls:** Personal information is only accessible to authorised staff on a need-to-know basis.
- **Data Encryption:** Electronic records containing personal information are encrypted to prevent unauthorised access.
- **Multi-Factor Authentication (MFA):** Access to electronic systems is protected using MFA, requiring more than one method to verify identity.
- **Physical Security:** Paper records are stored securely in the office and are only accessible to authorised personnel.

No method of transmission over the internet is completely secure, and we do not warrant the security of information transmitted online.

We may destroy personal information that is no longer required, seven years after the end of our relationship with an individual, by shredding paper records or permanently deleting or de-identifying electronic records.

Identification documents provided for verification purposes are used only for that purpose and securely destroyed once no longer needed. RPP regularly reviews its security measures to ensure personal information is appropriately protected.

We regularly assess risks and comply with the Notifiable Data Breaches (NDB) scheme under the Privacy Act.

20. Access and Correction (APP 12 & APP 13)

Unless we are entitled to withhold access to your personal information (there are various reasons why this may be the case), you have the right to request access to any personal information held by us which relates to you. Individuals may request access to personal information we hold about them and request correction if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

Requests should be made using this [form](#). Please feel free to contact the office for a copy of the requisite form.

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We charge a reasonable administrative fee of \$55 (including GST) for processing a request to access personal information (unless the material is voluminous in which case we reserve the right to charge an additional fee to take into account the time it will take us to reasonably respond to the request). This fee covers the costs associated with locating, retrieving and providing access to the requested information. The fee does not apply to requests to correct personal information. That is free of charge.

We will verify the individual's identity prior to disclosing any personal information.

Requests for access may involve searching our electronic systems and any paper records that contain personal information. We will usually respond within **7 days**, although in some cases, we may take longer if the request is complex. In any event, we will respond within a reasonable timeframe and in accordance with the Privacy Act.

We may refuse access where providing access would:

- Pose a serious threat to the life, health, or safety of any individual, or to public health or public safety
- Unreasonably impact the privacy of other individuals
- Be frivolous or vexatious
- Relate to legal proceedings where access should occur through discovery
- Prejudice enforcement or legal activities, or reveal commercially sensitive information

Where we refuse access, we will provide written reasons for the refusal.

We will comply with all reasonable requests to provide personal information in the requested format.

21. Business Transfers

If our business is involved in a merger, acquisition, restructuring or sale of assets, personal information may be transferred as part of that transaction. Any recipient will be required to handle personal information in accordance with this Privacy Policy and applicable privacy laws.

22. Complaints (APP 1)

If you believe we have breached the Australian Privacy Principles or mishandled personal information, you may lodge a complaint by contacting us using the details below.

We will acknowledge your complaint within a reasonable timeframe and aim to resolve it within 30 days. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

23. Changes to This Privacy Policy (APP 1)

We may update this Privacy Policy from time to time. Any changes will be published on our website. Continued use of our website or services after changes are published constitutes acceptance of the updated policy.

24. Contact Us

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Privacy Officer: Kathryn Rose

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Website: <https://forthebuyer.com.au/>

Email: kathryn@forthebuyer.com.au

KR Property Agents

Website: <https://krpropertyagents.com.au/>

Email: pmteam@krpropertyagents.com.au

OAIC

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

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