

Jonny Warren Properties Privacy Policy

Jonny Warren Property (we, our, us) recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy, and it tells you how we collect and manage your personal information.

What is your personal information?

When used in the privacy policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you, this may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identified from it, the information will be considered personal information.

What personal information do we collect and hold?

We may collect your name, mailing or street address, email address, telephone number, facsimile number, age or birth date, profession, occupation or job title, government identification details and any additional information relating to you that you provide to us directly through our website or indirectly through use of our websites or online presence, through our representatives or otherwise and information you provide to us through our service centre, customer surveys or visits by our representatives from time to time.

We may also collect some information this is not personal because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impractical to do so. When collecting personal information from you, we may collect in ways including:

- Through your access and use of our website
- By telephone, letter, fax or email
- During conversations
- By contacting us
- By entering competitions, promotions or requesting information or material from us
- Completing survey, providing feedback or complaining to us

We may also collect personal information from third parties including:

- From third party companies such as credit reporting agencies, law enforcement agencies and government entities
- Your representative (lawyers, accountants and financial advisors)
- Your employer
- Publicly available sources of information or any other organisations where you have given your consent

Cookies

When you access our website, we may send a “cookie” (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer. It also enables us to keep track of your activity on our website for a period of time. We also use cookies to measure traffic patterns, to determine which areas of our website have been visited and to measure transaction patterns in the aggregate. We use this information to research our users’ habits so that we

can improve our online products and services. Our cookies do not collect personal information. IF you do not wish to receive cookies, you can set your browser so that your computer does not accept them.

We may log IP addresses (that is, the electronic addresses of computers connected to the internet) to analyse trends, administer the website and track users' movements.

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all of the following may happen:

- We may not be able to provide the requested products or services to you, either to the same standard or at all;
- We may not be able to provide you with information about products and services you may want; or
- We may not be able to tailor the content of our website to your preferences and your experience of our website may not be enjoyable or useful.

For what purpose do we collect, hold, use and disclose your personal information?

We offer a range of services including, without limitation, providing appraisals of properties acting as a real estate agent for the buying and selling of properties, leasing properties, advertising properties, acting as a Credit Assistance Provider, business broking, providing conveyancing and property settlement agents, and aggregation, connection and disconnection of utility services (Services)."

We collect personal information to enable us to provide our Services. This includes:

- processing inquiries;
- facilitating the sale, purchase, advertising of properties and businesses;
- recording persons entering a landlord or seller's property (e.g. for inspection, survey or appraisal purposes);
- facilitating the leasing of properties (including advertising the properties) and acting as property manager;
- providing conveyancing and property settlement services;
- providing financial advice and services;
- for our internal business operations;
- complying with our legal obligations;
- advising clients of additional services or information which may be of interest;
- providing your contact details to our partners and contractors who provide us with services;
- maintaining and updating our business infrastructure and systems;
- statistical purposes;
- promoting and advertising our business, products and services;
- franchise purposes, including assessment of franchise applications and management of our franchises; and
- insurance and governance purposes.