



## Privacy Statement for Arcadia Buyers Agency

### 1. Who this statement applies to

Arcadia Buyers Agency respects your privacy and is committed to handling personal information in accordance with the, 'Privacy Act 1988', and the Australian Privacy Principles (APPs).

This Privacy Statement explains how Arcadia Buyers Agency collects, holds, uses, discloses and otherwise manages personal information through its website, [[www.arcadiabuyersagency.com.au](http://www.arcadiabuyersagency.com.au)](<http://www.arcadiabuyersagency.com.au>), and in the course of providing buyers agency and related services.

### 2. The kinds of personal information collected and held

Arcadia Buyers Agency may collect and hold personal information such as:

- name, residential or postal address, email address and telephone number;
- information about property requirements, location preferences, budget ranges and buying criteria;
- information relevant to a property search, negotiation, due diligence or acquisition matter;
- records of enquiries, appointments, inspections, communications and instructions;
- payment, billing and transaction information;
- identity verification information where reasonably required;
- information about professional advisers or representatives involved in your matter, such as mortgage brokers, accountants, solicitors, conveyancers, building inspectors and other service providers;
- website usage information, including IP address, browser type, approximate location data, device information and pages visited, collected through cookies or analytics tools; and
- any other personal information you voluntarily provide to Arcadia Buyers Agency.

Arcadia Buyers Agency does not seek to collect sensitive information unless it is reasonably necessary for its functions or activities, or otherwise permitted by law. If sensitive information is required, Arcadia Buyers Agency will seek consent where required and handle that information in accordance with applicable law.

### 3. How personal information is collected

Arcadia Buyers Agency may collect personal information directly from you when you:

- submit an enquiry through the website;
- contact the business by phone, email, social media, online meeting tools or in person;
- engage the business to provide buyers agency or related services;
- subscribe to updates or marketing communications;
- provide documents or information during onboarding or service delivery; or
- interact with the website through cookies, analytics tools or similar technologies.

Arcadia Buyers Agency may also collect personal information indirectly from third parties where that is reasonable and lawful, including from your authorised representatives, referral partners, professional advisers, publicly available sources, property databases, service providers and other persons involved in a property transaction.

### 4. Why personal information is collected, held, used and disclosed

Arcadia Buyers Agency may collect, hold, use and disclose personal information for purposes including:

- responding to enquiries and providing requested information;
- assessing whether and how services can be provided;
- delivering buyers agency, property search, due diligence, negotiation, bidding, acquisition and related advisory services;
- communicating with you and with persons you authorise Arcadia Buyers Agency to deal with on your behalf;

- arranging or facilitating services by third parties connected with a property transaction or advisory engagement;
- managing accounts, invoicing, payments, internal administration, compliance and risk management;
- improving website functionality, customer experience and service quality;
- sending marketing communications about services, insights or updates where permitted by law; and
- complying with legal and regulatory obligations, and responding to lawful requests or claims.

Arcadia Buyers Agency will generally use or disclose personal information only for the primary purpose for which it was collected, for related purposes you would reasonably expect, with your consent, or where otherwise required or authorised by law.

## 5. Disclosure of personal information

Depending on the circumstances, Arcadia Buyers Agency may disclose personal information to:

- employees, contractors and administrative support personnel;
- technology, hosting, CRM, cloud storage, email, telephony, analytics and other IT service providers;
- mortgage brokers, lenders, accountants, solicitors, conveyancers, inspectors, valuers, property managers, trades and other professional or transaction participants where relevant to your matter or with your authority;
- marketing, communications and business support providers;
- insurers, auditors and professional advisers;
- regulators, courts, tribunals, law enforcement bodies or government agencies where disclosure is required or authorised by law; and
- a prospective purchaser or successor in connection with a business sale or restructure, subject to appropriate confidentiality and lawful handling requirements.

Arcadia Buyers Agency does not sell personal information as part of its ordinary business activities.

## 6. Overseas disclosure

Arcadia Buyers Agency may disclose personal information to overseas recipients where its third-party technology or service providers store or process information outside Australia, or where support services are provided from overseas.

Where it is likely that personal information will be disclosed overseas, Arcadia Buyers Agency should identify the likely countries in this statement if practicable. Before publication, this clause should be updated to reflect actual vendors and actual likely countries, for example, Australia, New Zealand, Singapore, the United States, the United Kingdom or member states of the European Union, if that is factually correct for the business's live systems.

If Arcadia Buyers Agency discloses personal information overseas, it will take such steps as are reasonable in the circumstances to ensure the overseas recipient handles the information consistently with Australian privacy law, except where an exception under the, 'Privacy Act 1988' applies.

## 7. Cookies and website analytics

The website may use cookies, pixels, tags, session replay tools or analytics technologies to recognise devices, understand website traffic, measure campaign performance and improve the website and services.

These technologies may collect technical and usage information such as IP address, browser type, device identifiers, pages visited, date and time stamps, referring websites and interactions with website content. You can usually manage cookie preferences through your browser settings, although doing so may affect website functionality.

## 8. Direct marketing

Arcadia Buyers Agency may use personal information to send updates, newsletters, market information or service promotions where permitted by law. Individuals can opt out of direct marketing communications at any time by using the unsubscribe function in an email, replying to a message where appropriate, or contacting Arcadia Buyers Agency using the details below.

## 9. How personal information is held and protected

Arcadia Buyers Agency may hold personal information in electronic systems, cloud platforms, email systems, CRM platforms, accounting systems, document management systems and, where necessary, hard copy files.

Arcadia Buyers Agency will take reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure, including through measures such as access controls, passwords, role-based permissions, staff confidentiality practices, secure vendors, monitoring and other physical, technical and organisational safeguards appropriate to the information handled.

No method of internet transmission or electronic storage is completely secure. For that reason, while reasonable steps can be taken, Arcadia Buyers Agency cannot guarantee absolute security.

#### 10. Retention and destruction

Arcadia Buyers Agency will keep personal information only for as long as it is reasonably needed for the purposes for which it was collected, for related legitimate business purposes, or to comply with legal, accounting, insurance or dispute-resolution requirements.

When personal information is no longer required and the business is not required to retain it, Arcadia Buyers Agency will take reasonable steps to destroy the information or ensure it is de-identified, in accordance with applicable law.

#### 11. Access and correction

You may request access to personal information Arcadia Buyers Agency holds about you, and you may request correction of information that is inaccurate, out of date, incomplete, irrelevant or misleading.

Requests for access or correction should be directed to the Privacy Contact using the details below. Arcadia Buyers Agency may need to verify identity before acting on a request, and the law permits refusal or limited refusal in some circumstances.

#### 12. Anonymity and pseudonymity

Where lawful and practicable, Arcadia Buyers Agency will give individuals the option of not identifying themselves, or of using a pseudonym, when making a general enquiry. This may not be practicable where the business needs to verify identity, assess a client

brief, enter into a service agreement, progress a property transaction, comply with legal obligations or respond to a complaint.

### 13. Complaints

If you believe Arcadia Buyers Agency has interfered with your privacy or breached the APPs, you may make a complaint in writing using the contact details below.

Your complaint should describe the issue and, where possible, include relevant dates, communications and documents. Arcadia Buyers Agency will acknowledge the complaint, investigate it and aim to respond within a reasonable period, ordinarily within 30 days.

If you are not satisfied with the outcome, you may be able to complain to the Office of the Australian Information Commissioner through its privacy complaints process.

### 14. Changes to this statement

Arcadia Buyers Agency may update this Privacy Statement from time to time to reflect changes in law, technology, business operations or data-handling practices. The current version should be published on the website and include the date of last update.

### 15. Contact details

Privacy Officer at

Arcadia Buyers Agency

18/324 Queen Street, Brisbane City, QLD, 4000

[enquires@arcadiabuyersagency.com.au](mailto:enquires@arcadiabuyersagency.com.au)

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