

# CANDID PROPERTY PTY LTD

ABN 91 682 820 471 | Buyer's Agency, Ipswich Queensland

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## Privacy Policy

Effective Date: 28 March 2026 | Version 1.0

### 1. Introduction

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Candid Property Pty Ltd (ABN 91 682 820 471) (we, us, our) is committed to protecting the privacy of individuals in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) contained in Schedule 1 of that Act.

This Privacy Policy explains how we collect, hold, use, and disclose personal information across all of our activities, including our website at [www.candidproperty.com.au](http://www.candidproperty.com.au), our competition entry pages, and our general buyer's agency services.

By providing your personal information to us, you consent to its collection and use as described in this policy.

### 2. About Us

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Candid Property Pty Ltd is a boutique buyer's agency operating in Ipswich, Queensland, Australia. We act exclusively on behalf of property buyers.

#### Contact details:

- Business name: Candid Property Pty Ltd
- ABN: 91 682 820 471
- Location: Ipswich, Queensland, Australia
- Website: [www.candidproperty.com.au](http://www.candidproperty.com.au)
- Email: [jason@candidproperty.com.au](mailto:jason@candidproperty.com.au)

### 3. What Personal Information We Collect

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The type of personal information we collect depends on how you interact with us. We may collect:

#### 3.1 Contact and Identification Information

- Full name
- Email address
- Phone number
- General location (suburb or region)

#### 3.2 Property and Service Inquiry Information

- Your current property situation or goals
- Budget range or purchasing timeline where voluntarily provided

- Notes from discovery calls or consultations

### **3.3 Competition Entry Information**

Where you enter a competition or promotional activity run by Candid Property Pty Ltd, we collect the personal information submitted through the entry form, including name, email address, phone number, and your self-described property situation. Competition entry data is governed separately by our Competition Terms and Conditions, available at [www.candidproperty.com.au/competition-terms](http://www.candidproperty.com.au/competition-terms).

### **3.4 Booking and Scheduling Information**

Where you book a discovery call or appointment through our booking platform (Google Calendar via Google Workspace), we collect the name, email address, and any notes you provide at the time of booking.

### **3.5 Website Usage Information**

We may collect non-personally identifiable data through website analytics tools, including pages visited, time on page, and device type. This data is aggregated and does not identify you personally.

## **4. How We Collect Personal Information**

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We collect personal information directly from you when you:

- Submit an enquiry or contact form on our website
- Enter a competition or promotional activity
- Book a discovery call or consultation
- Engage us as a client
- Correspond with us by email, phone, or social media

We do not collect personal information from third parties without your consent, unless otherwise permitted by the Privacy Act 1988 (Cth).

## **5. How We Use Personal Information**

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### **5.1 Service Delivery**

We use your personal information to provide buyer's agency services, including property research, shortlisting, negotiation, and client management.

### **5.2 Client Relationship Management**

Your details are held in our CRM platform (Wayhub) to maintain accurate client records, schedule callbacks, manage active engagements, and track communication history.

### **5.3 Competition Administration**

Where you have entered a Candid Property competition, we use your details to administer the draw, contact the winner, and comply with our obligations under applicable Queensland gaming legislation. Refer to our Competition Terms and Conditions for full detail.

#### **5.4 Direct Marketing**

We may use your email address or phone number to send you information about our services, market updates, or relevant property content where you have provided separate, express consent to receive such communications.

You have the right under Australian Privacy Principle 7 (APP 7) to opt out of direct marketing at any time. To do so, contact us at [jason@candidproperty.com.au](mailto:jason@candidproperty.com.au) or use the unsubscribe link in any email communication. We will action all opt-out requests within five business days. Opting out of marketing does not affect any existing service engagement or competition entry.

#### **5.5 Legal and Regulatory Compliance**

We may use or disclose personal information where required by law, court order, or regulatory authority, including obligations under Queensland gaming legislation and the Australian Privacy Act 1988 (Cth).

### **6. Disclosure of Personal Information**

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We will not sell, rent, or trade your personal information to third parties.

We may disclose personal information to:

- Our CRM provider (Wayhub) and Google Workspace, solely to support our internal operations as described in this policy
- Booking and scheduling platforms used to manage discovery calls
- Professional advisers including lawyers and accountants, under obligations of confidentiality
- Regulatory authorities or law enforcement where required or permitted by law

All third-party service providers engaged by Candid Property Pty Ltd are required to handle personal information only as necessary for the services they provide to us and in accordance with applicable privacy law.

We do not disclose personal information to overseas recipients. If this position changes, we will update this policy and take steps to ensure equivalent privacy protections apply.

### **7. Storage and Security**

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Personal information is stored electronically in Wayhub (CRM) and Google Workspace. Both platforms apply industry-standard security measures including encrypted data transmission, role-based access controls, and regular security auditing.

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure. Access to personal information within Candid Property Pty Ltd is limited to authorised personnel only.

In the event of a data breach that is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) in accordance with the Notifiable Data Breaches scheme under Part IIIC of the Privacy Act 1988 (Cth).

## **8. Retention of Personal Information**

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We retain personal information for as long as is necessary for the purpose for which it was collected, or as required by law.

Specifically:

- Client engagement records are retained for a minimum of seven years in accordance with general Australian business record-keeping obligations
- Competition entry records, including draw records, are retained for a minimum of five years in accordance with Queensland gaming record-keeping obligations under the Charitable and Non-Profit Gaming Act 1999 (Qld)
- Marketing contact lists are maintained until you opt out, at which point your details are suppressed or deleted within five business days

Subject to the statutory retention obligations above, you may request deletion of your personal information by contacting us at [jason@candidproperty.com.au](mailto:jason@candidproperty.com.au). We will respond within 30 days.

## **9. Your Rights Under the Australian Privacy Principles**

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Under the Privacy Act 1988 (Cth) and the Australian Privacy Principles, you have the right to:

- Access the personal information we hold about you (APP 12)
- Request correction of inaccurate, incomplete, or out-of-date information (APP 13)
- Opt out of direct marketing communications at any time (APP 7)
- Request that we delete your information, subject to statutory retention obligations
- Know how your information is being used and to whom it may be disclosed (APP 1)
- Lodge a complaint with the OAIC if you believe your privacy rights have been breached

To exercise any of these rights, contact us at [jason@candidproperty.com.au](mailto:jason@candidproperty.com.au). We will respond within 30 days and at no charge unless the request is manifestly unfounded or excessive.

## **10. Access and Correction Requests**

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To request access to or correction of personal information we hold about you, please write to us at [jason@candidproperty.com.au](mailto:jason@candidproperty.com.au) with the subject line: Privacy Access Request or Privacy Correction Request.

We will verify your identity before releasing any information. In most cases, we will respond within 30 days. If we are unable to provide access or make a correction, we will explain the reason in writing.

## 11. Complaints

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If you have a concern about how Candid Property Pty Ltd has handled your personal information, please contact us in the first instance:

- Email: [jason@candidproperty.com.au](mailto:jason@candidproperty.com.au)
- Subject line: Privacy Complaint

We will acknowledge your complaint within five business days and work to resolve it within 30 days. If you are not satisfied with our response, or if we fail to respond within 30 days, you may escalate your complaint to:

### Office of the Australian Information Commissioner (OAIC)

- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Phone: 1300 363 992
- Post: GPO Box 5218, Sydney NSW 2001

## 12. Cookies and Website Analytics

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Our website may use cookies and similar tracking technologies to improve user experience and gather non-identifiable usage data. You may disable cookies in your browser settings; however, some website features may be affected.

Where third-party tools are used (such as Google Analytics), those providers' own privacy policies apply. Google's privacy policy is available at [policies.google.com](https://policies.google.com).

## 13. Changes to This Policy

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Candid Property Pty Ltd may update this Privacy Policy at any time. The current version will always be published at [www.candidproperty.com.au/privacy](http://www.candidproperty.com.au/privacy) with the effective date noted. Material changes will be communicated by email where we hold your contact details.

Continued use of our services or website after the publication of an updated policy constitutes your acceptance of the changes.

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*Candid Property Pty Ltd | ABN 91 682 820 471 | Ipswich, Queensland | [jason@candidproperty.com.au](mailto:jason@candidproperty.com.au) | [www.candidproperty.com.au](http://www.candidproperty.com.au)*

*Privacy Policy v1.0 — 28 March 2026. Prepared in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.*