

zuu.property
Privacy Policy and Consent



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Zuu Property Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include but is not limited to:

- Name.
- Date of birth.
- Residential address.
- Postal address.
- Email address.
- Home telephone number.
- Work telephone number.
- Mobile telephone number.
- Your occupation and business address.
- Financial information including details of your employer, income, name of bank or financial institution.
- Details of your spouse, de facto, dependent children, and roommates.
- Details of properties owned by you.

We will not ordinarily ask you to provide sensitive information. However, there may be circumstances where the information provided by you reveals sensitive information. We will only collect sensitive information in circumstances where:

- It is reasonably necessary for one or more of the services we provide or functions we carry out; and
- You consent to the collection of the information; or
- We are required or authorised by law to collect the sensitive information.

This Personal Information is obtained in many ways including face to face appointments, correspondence, by telephone and facsimile, by email, via our website, from your website, from media and publications, from other publicly available sources, from cookies and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. For example, we may need to collect personal information from a credit reporting agency, your legal adviser, your past or current employers, your previous lessors or property managers, and tenancy information services or databases. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- To other members of the Zuu Group of companies.
- Third parties who we engage to assist us with our business;
- Third parties you have engaged on your behalf, for example Conveyancers, Financial representatives, building and pest inspectors, tradespeople, Power of Attorney; and
- Where required or authorised by law.

We may disclose your information to an entity that is located outside of Australia.

Security of Personal Information

In the course of providing services to you, it may be necessary for us to enter your personal information into forms generated by real estate software. The information is securely stored and access is restricted to authorised personnel only. Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Zuu Property Pty Ltd will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact:

The Privacy Manager
Zuu Property Pty Ltd
56/1 Arbour Ave, Robina QLD 4066
info@zuuproperty.com.au

Disclaimer

Zuu Property Pty Ltd and its associated entities provide no warranties or guarantees for the financial performance or outcome of any individual investment or investment activity. Information provided to you by Zuu Property Pty Ltd is of a general nature only and does not take into account all of your individual circumstances, objectives, financial situation and needs.

Zuu Property Pty Ltd are not legal or financial advisors and the information we provide does not constitute financial or legal advice or recommendations (expressed or implied) and should not be used as an invitation to take up any investments or investment services. No investment decision or activity should be undertaken on the basis of information we provide without first seeking qualified professional advice.

Zuu Property Pty Ltd accepts no liability or responsibility for any reliance on investment decisions, claiming the use or guidance of information we have provided.

Consent

You acknowledge you have read and understood the terms and conditions regarding the service fees, privacy policy & disclaimer within this agreement. You authorise employees of Zuu Property Pty Ltd, and their independent contractors to obtain and release private information to authorised third parties. You acknowledge that if you revoke your authority, or if you decline to provide the necessary information, Zuu Property Pty Ltd may be unable to provide the services that you have requested. You acknowledge you have freely signed this agreement and it shall be deemed to have accepted same by either electronically accepting it and returning by email to Zuu Property Pty Ltd or returning same in hard copy form duly signed.

Signatures

Client 1

Full Name

Signature

Date

Client 2

Full Name

Signature

Date

Client 3

Full Name

Signature

Date

Client 4

Full Name

Signature

Date