

PRIVACY POLICY STATEMENT – KAY & BURTON PTY LTD

From 21st December 2001 the Australian Federal Governments new Privacy Rules will come into effect covering all personal information held by organisations. These laws regulate, among other matters, the way organisations collect, use, disclose keep secure and give people access to personal information. Protecting your privacy and your personal information is an important aspect of the way in which Kay & Burton conducts its activities. Our privacy policy supports and endorses the Privacy Commissioners National Principles for the Fair Handling of Personal Information. Kay & Burton will only collect personal information from you with your prior knowledge and consent. Kay & Burton will only use personal information provided by you for the purposes for which it was collected and will not disclose your personal information to a third party without your consent. Kay & Burton ensure that your personal information will not be disclosed to other organisations or authorities except if required by Law. Kay & Burton have implemented technology and security policies, rules and measures to protect the personal information that we have under our control. Kay & Burton will remove personal information from our records where it is no longer required unless such information is required for archiving purposes.

REQUIREMENT	APPROACH
WHAT SORT OF PERSONAL INFORMATION IS HELD/COLLECTED GENERALLY	<ul style="list-style-type: none"> - The personal information we collect generally includes: - Your name, address, date of birth, contact details and other personal details; - Basic financial information. <p>We generally do not seek to collect sensitive information. We would only do so with your consent, or if required by law or if necessary in connection with any claim.</p>
PURPOSES FOR COLLECTING THE INFORMATION	<p>We collect personal information for the following purposes:</p> <ul style="list-style-type: none"> - To process your application for tenancy; - To approve transactions you wish to make; - To confirm details to utility companies, banks, etc contacting us on your behalf; - To pay/release your details to rental bond authorities; - To refer to Tribunals, Courts or Statutory Authorities; and - To provide tradesman for purpose of contacting you to arrange repairs or maintenance.
PURPOSES FOR HOLDING THE INFORMATION GENERALLY	<p>We generally hold personal information for the following purposes:</p> <ul style="list-style-type: none"> - To complete any necessary documentation to VCAT, Tribunals, Courts or statutory authorities; - To provide to Debt Collection Companies, should the need arise during or after your tenancy; and - To allow tradesman to contact you for the purpose of undertaking repairs.
HOW PERSONAL INFORMATION COLLECTED	<p>We obtain most of your information from you directly, such as:</p> <ul style="list-style-type: none"> - Completion of an application from at the commencement of you tenancy completion of maintenance request forms; - Completion of applications to Tribunals, Courts or Statutory Authorities; - Completion of application or maintenance request forms; and - Contacting relatives or previously provided referees in the event that we cannot contact you. <p>Sometimes we may ask you to collect particular</p>

Continued over page	<p>personal information about you. Unless we have already done so, when or before we collect that information, we will take reasonable steps to inform you of:</p> <ul style="list-style-type: none"> - The purposes for which the information is collected; - Where applicable, any law requiring the information to be collected; - And the main consequences if all or part of the information is not provided. <p>Other ways we generally collect information include – NTD (National Tenancy Database)</p>
HOW PERSONAL INFORMATION IS HELD, GENERALLY	<ul style="list-style-type: none"> - We hold personal information in a combination of computer storage facilities and paper-based files and other records; and - These facilities and records are located on site at our office and off site at secured premises.
HOW PERSONAL INFORMATION IS USED AND DISCLOSED GENERALLY	<ul style="list-style-type: none"> - Your consent <p>Sometimes we will ask you to consent to a disclosure or use of your personal information for a particular purpose. We may do so in writing or over the phone.</p> <p>Other times, your consent will be taken to be given, where you indicate to us that you wish to obtain information about any of the services that we provide.</p> <p>We also may disclose or use your personal information without your consent in the following circumstances:</p> <ul style="list-style-type: none"> - To tradesman to undertake repairs or maintenance; - To prospective tenants to contact you for an inspection (telephone no.s & names only); - To necessary Tribunals, RTBA, statutory bodies for the purpose for fulfilling our legal requirements under the RTA 1997; - To lawyers or conveyancing companies to create documentation, leases or contracts; & - To debt collection agents for debts incurred.
DISCLOSING YOUR INFORMATION TO OTHERS	<p>We do not disclose your personal information to others except in the following cases:</p> <ul style="list-style-type: none"> - To our related companies; - To prospective purchasers to negotiate the sale of your property; - To organisations which provide services to us; - With your consent or where it is necessary to provide you with services; - Where required by Law; and - To organisations which have requested us to provide services to you or who co-operate with us in offering products or services.

KAY & BURTON PTY LTD – PRIVACY ACT DISCLAIMER

If you do not provide the Personal Information we request, or do not consent to its use and disclosure as described above, this will affect our ability to carry out our professional responsibilities and preclude us providing you with Agency Services or a Tenancy Agreement. Any unsuccessful Tenancy Applications will be destroyed at the expiration of 90 days from the date of the application.

Signature

Print Name

Date

Witness