
Property Sales and Services Group Pty Ltd

Privacy Policy

Property Sales and Services Group Pty Ltd (ACN 147 901 068) (**PSSG**) is committed to protecting your privacy.

PSSG is bound by the National Privacy Principles in the *Privacy Act 1988 (Cth)* (the **Privacy Act**) as well as other applicable laws protecting privacy. This Privacy Policy should be read in conjunction with and subject to any other privacy statement that PSSG may provide to you from time to time.

PSSG may modify its Privacy Policy from time to time and if it does so, it will post any updated Privacy Policy on the www.takeacloserlook.com.au website (or any replacement website). We encourage you to check that website periodically to ensure that you are aware of our current Privacy Policy.

What personal information do we collect and why?

PSSG collects the personal information it needs for its business operations and to provide services and information to customers and purchasers. The following are the main types of personal information collected by PSSG and the main purposes for which they are collected.

- **To provide our services**

PSSG may collect information about you such as name and contact details, billing information and financial information (including transaction and credit or debit card details or in relation to the provision of credit). This information may be used to enable us to provide services, enable completion of transactions you have entered into and to provide you with further information about our services or associated products and services.

- **As part of our general business operations**

PSSG also collects personal information about individuals who are, or are employed by, our suppliers (including service and content providers), contractors, dealers, related companies and agents. Generally, if appropriate, we will state why we are collecting personal information when we collect it and how we plan to use it, or these things will be obvious when we collect the information.

- **To assist with your queries**

You may also choose to provide us with your name or other contact details when you call us by phone or write to us so that we can respond to your requests for other information about our products and services or to your queries.

How do we use personal information?

We use and disclose your personal information for the purposes for which it was collected and for related purposes that would be reasonably expected (or otherwise as required or authorised by law). For example, when you send us a query, we will use your personal information for the purposes for which you provided it.

When we collect personal information, we may sometimes also use it to help us to carry out market and client analysis so that we can continue to deliver enhanced services. As part of conducting our business, personal information may also be used to maintain and develop our business systems, including testing and upgrading them.

If you have agreed or asked us to do so, we may also use your personal information to keep you up to date with information about our services. If you do not want us to use your personal information in this way or send you any further information, you can always let us know by contacting us through the contact details given below.

Disclosing personal information

For the purposes we have described, we may disclose your personal information:

- to companies in the PSSG group internationally and to any other of our related companies;
- to our suppliers (including service and content providers), contractors and service providers, professional advisers, dealers and agents;
- to existing and proposed suppliers, contractors and service providers, professional advisers, dealers and agents who may assist you in connection with transactions you enter into with us or who may assist you following completion of such transactions. This may include anyone who conducts lettings in respect of any developments associated with PSSG and persons offering to sell goods and services in connection with any developments associated with PSSG (such as sellers of furniture);
- to government agencies or individuals appointed by a government responsible for the investigation and resolution of disputes or complaints concerning your use of our services and products;
- to anyone to whom our assets or business (or any part of it) is transferred or proposed to be transferred;
- where you have otherwise consented; or
- as otherwise required or authorised by law.

Some of these organisations, including our service providers, related companies and their service providers are situated outside Australia. We will take reasonable steps to ensure that the persons and organisations to whom we disclose personal information are bound to protect the privacy of that personal information.

How secure is your personal information?

We regard the security of your personal information as a priority and implement a number of physical and electronic measures to protect it. We remind you, however, that if you send information to any website associated with PSSG or any website relating to developments associated with PSSG, the internet is not a secure environment and although all care is taken, we cannot guarantee the security of information you provide to us via electronic means.

Links to other sites

The PSSG website may contain links to other websites. PSSG is not responsible for the privacy practices or the content of such other websites. The privacy policies applicable to such other

websites may differ substantially from this Privacy Policy so we advise you to read them before using those websites. PSSG will not be liable for any use of those websites.

Access and correction

You have certain rights to access your personal information held by us. If you would like to access your information or to find out what information we have about you, please contact us at the contact details given below. A fee to cover administrative costs may be charged for providing access. If we do not provide you with access, we will tell you why.

When you request access, we may need to take measures to verify your identity. If we provide you with access and you think that any personal information we hold about you is not accurate, complete or up-to-date, you may request us to correct that information. We will take reasonable steps to correct such personal information unless we disagree with you about whether the information is accurate, complete and up-to-date.

More information?

If you:

- have any queries or would like further information about our privacy policies or practices, or
- wish to make a complaint about the way we have collected, used, held or disclosed your personal information; or
- would like to tell us that you do not want us to use your personal information to contact you with our newsletter or with information about products or services,

please contact us by emailing our Privacy Officer at jpezet@propertyssg.com or by writing to:

The Privacy Officer
South Sky Investments Pty Ltd (Receivers and Managers appointed)
W231, Oracle West
19 Elizabeth Ave
Broadbeach QLD 4218
Australia

Last updated: 22 July 2011