

Sexton Glover Pty Ltd T/A SEXTON / GLOVER / WATTS ("SGW") ABN 15 050 207 666

## PRIVACY POLICY

Updated 5<sup>th</sup> June 2020

In this Privacy Policy "us", "we" or "our" means SGW and "you" and "your" means any registered user of the website realestateinthehills.com or its associated websites.

SGW respects each individual's right to personal privacy. This Privacy Policy sets out how we deal with personal information that we collect through the website. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This Privacy Policy sets out how we collect and treat your personal information.

By accessing or using this website you acknowledge and agree to be bound by this Privacy Policy.

Throughout this Privacy Policy, we refer to your "personal information" which means information which identifies you as an individual or from which your identity can be reasonably ascertained. Your email address and mobile telephone number are examples of personal information.

From time to time we will post any changes to this Privacy Policy on this website. We therefore encourage you to check this page from time to time.

In addition to the provisions of this Privacy Policy, there may also be specific and additional privacy provisions that apply to certain sections of the website. Because those specific and additional provisions also relate to your privacy protection, we recommend that you review them wherever they appear. In the event of any inconsistency between the provisions of this Privacy Policy and those other specific and additional provisions, the specific and additional provisions will prevail.

### Information Collected

When you come to our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our website, etc. This information is used in an aggregated manner to analyse how people use our website, such that we can improve our service.

The information about you which we may collect through the website includes the following:

- information collected when you register or update an online profile, which may include personal information such as your name and contact details;
  - the content of electronic forms you submit via the website or requesting us to provide services or information, or take action;
  - any messages or comments you submit to us via the website – for instance via an email;
  - information collected when you respond to surveys and promotions appearing on this website;
- and

In common with many commercial websites we may also collect aggregated information which tells us about visitors to the website but not the identity of those visitors. For example, we may collect information in relation to:

- the user's server address;
- the user's domain;

- the date and time of the visit to the website;
- the pages accessed and documents downloaded;
- the previous website visited; and
- the type of browser used.

In the event your personal information changes, you must then provide us with updated, accurate and complete personal information.

#### Use and disclosure of information

In addition to providing our services to you, we may use or disclose personal information that you provide us with and which we collect about you:

- for the purposes for which it was collected;
- where you have consented to the use or disclosure
- to maintain our relationship with you by providing you with information, updates and our services;
- for purposes related to our research, planning, service development, security and risk management;
- to make you aware of new and additional products, services and opportunities available to you, provided by us or other third parties;
- where a third party acquires or wishes to acquire, or makes inquiries in relation to acquiring, an interest in SGW;
- to protect the copyright, trademarks, legal rights, property or safety of SGW, realestateinthehills.com, its customers or third parties;
- to debt collection agencies to recover amounts owing to us; or
- to the extent that we are required or authorised by law to do so.

We may also use your personal information to keep you informed of our services, events, and other matters (if you specifically request that we send you such material).

There are also some sections of our websites that invite visitors to email us with their comments on the website or their ideas and experiences or we may from time to time by email, text message or other means contact registered users or other parties seeking their comments on the website, their ideas for or experiences using the website. When a person so engages with us, if we incorporate their comments on the website, in an e-newsletter or in other publicly available material (including that related to marketing and advertising) we print only the person's name, age, agency, state and country (if they live outside Australia) unless that person authorises us to use their full name.

Information that we collect may from time to time be hosted by, stored by, processed in or transferred between parties, including third parties, located both in Australia and in countries outside of Australia. When you provide your personal information to us you consent to your information being transferred, processed in and stored either in Australia or offshore. Where we disclose your personal information to local or offshore third parties we may rely on the privacy policies in place of or assurances provided by those parties regarding handling your personal

information but cannot guarantee they will have satisfactory arrangements in place to ensure your information is not inappropriately used or disclosed.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Privacy Policy. Further, you consent to us contacting you by a variety of means including, but not limited to contact by telephone, email, sms, mail or on social media.

From time to time our website may offer chats, forums or message boards. Information posted in these venues becomes public knowledge.

### Links

This website may, from time to time, contain links to the websites of other organisations which may be of interest to viewers. Linked websites are responsible for their own privacy practices and you should check those websites for their respective privacy statements and terms of use.

We also make no representation as to accuracy or completeness of the information contained in such third party websites.

### Security

We use a number of mechanisms to protect the security and integrity of your personal information.

Unfortunately, no data transmission over the internet can be guaranteed as completely secure. So while we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk.

Once any personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss and from unauthorised access, modification or disclosure.

### Access to information

If you wish to request access to any personal information which we hold about you as a result of our information collection practices outlined in this Privacy Policy, please contact us by email to [SGW@SextonGloverWatts.com.au](mailto:SGW@SextonGloverWatts.com.au) and provide as much detail as you can about the particular information you seek in order to help us retrieve it.

An access fee may be charged to cover our costs of providing the information to you.

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

### Changes

Please be aware that we may change this Privacy Policy in the future. We may modify this Privacy Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy. You agree that your continued use of the website may be taken as acknowledgement and acceptance of the latest Privacy Policy as posted on the website at any point in time.

## Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the website and to store details about your use of the website. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit.

## Contact details

If you have any questions or feedback about privacy, or wish to make a complaint about the way in which we have handled your personal information, please contact us by email to [SGW@SextonGloverWatts.com.au](mailto:SGW@SextonGloverWatts.com.au)