

## **INTERNET PRIVACY POLICY EMERALD PROPERTY GROUP PTY LTD**

Emerald Property Group Pty Ltd and its related bodies (we, our, us) respects the privacy and security of your personal information and complies with the Privacy Act 1988 (Cth) and the requirements of the Australian Privacy Principles pursuant to the Privacy Act.

This internet privacy statement applies to this website [www.emeraldpropertygroup.com.au](http://www.emeraldpropertygroup.com.au) which is owned and operated by Emerald Property Group Pty Ltd.

By providing your personal information to Emerald Property Group Pty Ltd, you grant Emerald Property Group Pty Ltd permission to collect your personal information as specified in this Privacy Statement, or as reasonably apparent at the time of collection, or for the provision of services to you now, or in the future.

Any personal information received by Emerald Property Group Pty Ltd provided by you (or not provided by you) will be treated in accordance with the Australian Privacy Principles and in accordance with the Privacy Act 1988 (Cth) and Emerald Property Group Pty Ltd Privacy Policy.

Emerald Property Group Pty Ltd recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information.

This document prepared by Emerald Property Group Pty Ltd explains how we collect and manage your personal information.

### **WHAT IS YOUR PERSONAL INFORMATION?**

When used in this privacy policy, the term “personal information” has the meaning given to it in the Privacy Act 1988 (Cth). In general terms, personal information is any information that can be used to personally identify you. This may include your name, address, telephone number, email address, profession or occupation.

If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered by Emerald Property Group Pty Ltd as personal information.

### **WHAT PERSONAL INFORMATION WE COLLECT AND HOLD?**

The information collected by us varies depending on how you interact with the Emerald Property Group Pty Ltd website.

Emerald Property Group Pty Ltd may collect your name, mailing or street address, email address, telephone number, facsimile number, age or birth date,

profession, occupation or job title, governmental identification details and any additional information relating to you that you provide to us directly through our websites or indirectly through use of our websites or online presence.

## **COLLECTION OF PERSONAL INFORMATION**

Through the use and access of this website Emerald Property Group Pty Ltd may collect your personal information by;

### **COOKIES**

This website may, on occasion, use cookies. Cookies are pieces of information that a website can transfer to an individual's computer hard drive for tracking site usage, user navigation and customising site information to further improve and enhance the Emerald Property Group Pty Ltd user experience.

Most internet browsers are pre-set to accept cookies. However, if you are concerned about the use of cookies you do have the option to opt out and refuse the transfer of cookies to your computer's hard drive.

If you prefer not to receive cookies, you can adjust your internet browser to refuse cookies or to warn you when cookies are being used. Please contact the company which produces your browser if you require assistance.

### **ONLINE FORMS**

When submitting personal information on [www.emeraldpropertygroup.com.au](http://www.emeraldpropertygroup.com.au) for the purposes of an enquiry or to obtain the Emerald Property Group Pty Ltd newsletter, we will collect details such as your name, e-mail address and phone number. On occasion you may also be asked to enter your personal interests and needs. Some of this information is essential for us to be able to identify accurately who is using the service so that we may be able to respond to your requests and as such, is indicated by mandatory fields. Mandatory information requirements are clearly identified and are denoted by an asterix (\*). You will also be prompted when submitting a form if mandatory data has not been completed.

Emerald Property Group Pty Ltd is not responsible for any information you provide to third parties once you have left [www.emeraldpropertygroup.com.au](http://www.emeraldpropertygroup.com.au), that you may have reached by clicking hyperlinks through the Emerald Property Group Pty Ltd website.

Other ways you may provide Emerald Property Group Pty Ltd with your personal information include;

- Completing Emerald Property Group Pty Ltd surveys
- Providing Emerald Property Group Pty Ltd with feedback

## **WHAT HAPPENS IF EMERALD PROPERTY GROUP PTY LTD CANNOT COLLECT YOUR PERSONAL INFORMATION?**

If you do not provide us with the personal information described above, some or all of the following may happen:

- Emerald Property Group Pty Ltd may not be able to provide the requested products or services to you;
- Emerald Property Group Pty Ltd may not be able to provide you with information about products and services that you may want; or
- Emerald Property Group Pty Ltd may be unable to tailor the content of our websites to your preferences and your experience of our websites may not be as enjoyable or useful.

## **FOR WHAT PURPOSES DOES EMERALD PROPERTY GROUP PTY LTD COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION?**

Emerald Property Group Pty Ltd collect personal information about you so that we can perform our business activities and functions and to provide best possible quality of customer service. Emerald Property Group Pty Ltd collect, hold, use and disclose your personal information for the following purposes:

- To provide products and services to you and to send communications requested by you;
- To answer enquiries and provide information or advice about existing and new products or services;
- To assess the performance of the website and to improve the operation of the website;
- To conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties;
- For the administrative, marketing (including direct marketing), planning, product or service development, quality control, survey and research purposes of Emerald Property Group Pty Ltd, its related bodies, contractors, employees or service providers;
- To provide your updated personal information to our related bodies, employees or service providers;
- To update our records and keep your contact details up to date;
- To comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator, or in co-operation with any governmental authority.

Emerald Property Group Pty Ltd will not be share, sell, rent or disclose your personal information to any parties other than as described in this Privacy Policy.



## **TO WHOM MAY EMERALD PROPERTY GROUP PTY LTD DISCLOSE YOUR INFORMATION?**

Emerald Property Group Pty Ltd may disclose your personal information to:

- Emerald Property Group Pty Ltd employees, related bodies, contractors, employees or service providers for the purposes of operation of our website or our business, fulfilling requests by you, and to otherwise provide products and services to you including, without limitation, web hosting providers, IT systems administrators, mailing houses, couriers, payment processors, data entry service providers, electronic network administrators, debt collectors, utilities providers, and professional advisors such as accountants, solicitors, business advisors and consultants;
- Any organisation for any authorised purpose in relation to your transactions facilitated by Emerald Property Group Pty Ltd with your express consent.

We may combine or share any information that we collect from you with information collected by any of our related bodies.

## **DIRECT MARKETING MATERIALS**

Emerald Property Group Pty Ltd may send you direct marketing communications and information about our products and services that we consider may be of interest to you. These communications may be sent in various forms, including mail, SMS, fax and email, in accordance with applicable marketing laws, such as the Spam Act 2003 (Cth).

If you indicate a preference for a method of communication, Emerald Property Group Pty Ltd will endeavour to use that method whenever practical to do so. In addition, at any time you may opt-out of receiving electronic marketing communications from us by contacting us at [info@emeraldpropertygroup.com.au](mailto:info@emeraldpropertygroup.com.au) and we will then ensure that your name is removed from our distribution list.

## **HOW CAN YOU ACCESS YOUR PERSONAL INFORMATION?**

You may request access to any personal information Emerald Property Group Pty Ltd holds about you at any time by contacting us at [info@emeraldpropertygroup.com.au](mailto:info@emeraldpropertygroup.com.au). Where Emerald Property Group Pty Ltd holds information that you are entitled to access, we will try to provide you with suitable means of accessing it (for example, by mailing or emailing it to you). Emerald Property Group Pty Ltd will not charge for simply making the request and will not charge for making any corrections to your personal information. There may be instances where Emerald Property Group Pty Ltd cannot grant you access to the personal

information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, Emerald Property Group Pty Ltd will give you reasons for any refusal. If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. Emerald Property Group Pty Ltd will consider if the information requires amendment. If we do not agree that there are grounds for amendment then we will add a note to the personal information stating that you disagree with it.

## **WHAT IS THE PROCESS FOR ENQUIRING ABOUT A POTENTIAL BREACH OF PRIVACY?**

If you believe that your privacy has been breached, please contact Emerald Property Group Pty Ltd at [info@emeraldpropertygroup.com.au](mailto:info@emeraldpropertygroup.com.au) using the contact information below and provide details of the incident so that Emerald Property Group Pty Ltd can investigate it.

Emerald Property Group Pty Ltd will deal with the complaint in accordance with our current Complaints Handling Procedure.

## **SECURITY**

As the Emerald Property Group Pty Ltd website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. Emerald Property Group Pty Ltd also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet.

Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

## **LINKS**

The Emerald Property Group Pty Ltd website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

## CONTACTING US

If you have any questions about the Emerald Property Group Pty Ltd Privacy Policy, any concerns or feedback regarding the treatment of your privacy, please use the contact links on the Emerald Property Group Pty Ltd website or contact our Director Marianna Saran at [info@emeraldpropertygroup.com.au](mailto:info@emeraldpropertygroup.com.au).

Emerald Property Group Pty Ltd will treat your requests or complaints confidentially.

Our Director will contact you within a reasonable time after receipt of your complaint to discuss your concerns and outline options regarding how they may be resolved.

Emerald Property Group Pty Ltd will aim to ensure that your complaint is resolved in a timely and appropriate manner.

## LEGAL INFORMATION

By accessing and using the Emerald Property Group Pty Ltd website, you are agreeing to adhere to the guidelines set out in the Emerald Property Group Pty Ltd Conditions of Use document. You can access this document via the disclaimer link.

Emerald Property Group Pty Ltd believes that the information contained in this website is correct. However, no representation or warranties of any nature are given, intended or implied and you should rely on your own due diligence and enquires to determine the accuracy of material available on this website.

\*\*\*END DOCUMENT\*\*\*

This document was last updated 24<sup>th</sup> April 2020

