

Waves Property Management Pty Ltd

Letting Agents and On Site Managers for Locale@Alderley

Privacy Statement

This policy statement applies to Waves Property Management Pty Ltd (ABN 13607230035), which is the Letting Agent and Onsite Manager for the Community Title Scheme known as Locale@Alderley located at 452-454 Enoggera Road, Alderley. The policy also applies to the URLs <https://www.livelocale.com.au> and <https://www.facebook.com/livelocale> (together Waves Property Management Pty Ltd).

It sets out the policies of Waves Property Management Pty Ltd relating to personal information provided to us, or collected by us, including through our internet sites. Unless you give your express consent otherwise, the following policies govern how Waves Property Management Pty Ltd handles your personal information and safeguards your privacy.

In accessing and using this or other of our websites, you acknowledge that you have read, understood and agree to be bound by the following terms and conditions. **By providing your personal information to us you agree to these policies, and use of your information in keeping with this privacy statement.**

Your obligations

You must not:

- a) use any other person's name, user identification or password when accessing or using any of our sites;
- b) post or transmit any material which in any way defames, harasses or offends any person, is obscene or which in any way may interfere with any other users of our internet sites;
- c) provide any information to us which is the confidential information or proprietary information of any other person;
- d) breach in any way any laws, rules or regulations or infringe any third party rights; or
- e) knowingly transmit any virus or take any action which may interfere with the operation of our internet sites.

Collection and storage of information about you

Personal information about you is collected by Waves Property Management Pty Ltd directly from you at your discretion (for example when you provide information by phone or in writing, such as in application forms, in leases, at open house or rental inspections or over the internet) or from other sources such as solicitors, credit reporting agencies, real estate agents, tenancy reference databases and council records, and stored and used by Waves Property Management Pty Ltd in various ways.

Examples of the sorts of information that we collect include your name, date of birth, gender, current and previous addresses, telephone numbers, email addresses, bank account or credit card details, occupation, details of your income and financial status, income driver's licence number and other relevant details depending on the particular dealings you have with us. The choice of how much information you provide to us is yours. We seek this information either to process your request for information or services.

Information collected about you may be disclosed by us to other persons and organisations. The persons and organisations to whom we disclose information include your representatives (such as your authorised representatives, legal advisers and accountants); credit reporting agencies; credit providers; our professional advisers, government and regulatory authorities and other organisations, as required or authorised by law.

Security of your information

We take all reasonable steps to ensure the security of all information we collect from risks such as loss or unauthorised access, destruction, use, modification or disclosure of data. Your personal information is maintained in a secure environment which can be accessed only by authorised personnel.

However, no data transmission over the internet or information stored on servers accessible through the internet can be guaranteed to be fully secure. The provision and storage of your data in electronic format is undertaken at your own risk.

Access to personal information collected is restricted to Waves Property Management Pty Ltd, and their staff, whose role it is to supply services or information consistent with this privacy policy.

Use and disclosure of personal information

Personal information collected through this website is not disclosed or passed on to third parties unless it is in accordance with this privacy statement. Waves Property Management Pty Ltd will not disclose any personal information without your consent unless:

- (a) such information must be provided to answer your queries, to provide you with a service that you have requested from us or in order for us to fulfil our responsibilities and obligations to you and others with whom we deal as a result of or in connection with our dealings with you; or
- (b) such information is required by law to be disclosed.
- (c) Waves Property Management Pty Ltd may also use your personal information for direct marketing purposes as described below. Waves Property Management Pty Ltd does not use your personal information for the purposes of marketing, other than direct marketing from us in accordance with the following section.

Direct marketing

When you register with us for certain services, including on a Waves Property Management Pty Ltd web site, you may receive material from Waves Property Management Pty Ltd. If you are receiving marketing information and do not want to continue receiving this information, please email us at manager@livelocale.com.au and ask to be removed from the marketing list. We will notify you of our receipt of your request and use commercially reasonable efforts to remove your name from the marketing list within five (5) working days from the date of receipt of your request.

Third Party Sites, Content, Products and Services

Products and services offered for sale or advertised by us, and other information found on our sites website, may be the products, services and information of third parties.

Third party products and services are not provided by us. If you purchase third party products and services, your legal relationship will be with the third party supplier and not us. You must check with any third party supplier as to the terms of provision of such products and services and the costs and charges involved. We may receive fees or commissions from third parties for such products and services.

We make no representations about the accuracy or suitability of the information provided about third parties. The information is provided 'as is' without express or implied warranty. You use the information at your own risk. Information, products and services published on this website are subject to change without notice.

Links

This website may contain links to other websites which are not under our control or which are not maintained by us. The links to any such third party websites are provided for your convenience and information only. If you access these websites you do so at your own risk. We are not responsible for the content of those websites and will not be liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use or your reliance on any such content. The fact that a website is linked to this website does not imply any endorsement or sponsorship by us of that website or that we are affiliated in any way with the third party operating that third party website.

Third-party internet sites accessible through the above internet sites have separate privacy and data-collection practices not controlled by Waves Property Management Pty Ltd . Waves Property Management Pty Ltd takes no responsibility for these independent policies and will not be liable for any actions of third parties in relation to privacy. Refer to those sites' own privacy policies to learn how they collect and use your personal information.

Obtaining Records of your Personal Information

Please email us at manager@livelocale.com.au if you want to obtain a record of any information we might have collected from or about you. We will give you access to that information within a reasonable period except where the law permits otherwise.

Correction and updating of your personal information

We will use reasonable efforts to ensure that personal information that we hold about you is accurate, up to date and relevant. Please email us at manager@livelocale.com.au if you want to update or change any personal information that you believe that Waves Property Management Pty Ltd may be storing.

Deletion of your personal information

If you want to delete any or all personal information you submit to Waves Property Management Pty Ltd , you may do so by contacting us at manager@livelocale.com.au .We will notify you on receipt of your request and will use commercially reasonable efforts to functionally delete all such information from our database within five (5) working days from the date of receipt of your request. Please note that it might be impossible to delete all of your information without some residual records remaining on our computer system because of automatically generated backups and records of deletions.

Deletion of your personal information may also make it impossible for us to provide and for you to have the benefit of some or all of our services.

Problems or complaints

If you have more questions about this Privacy Policy, a problem with our sites or want to make a complaint, please contact us at manager@livelocale.com.au, or at 452-454 Enoggera Rd, Alderley, Qld 4150 or on +61 (0)407 921828 . If Waves Property Management Pty Ltd becomes aware of any concerns or problems we will take those matters seriously and work to address them as quickly as possible.

If you are not satisfied with our response to your complaint, you can refer the matter to the Australian Information Commissioner:

Director of Complaints, Office of the Australian Information Commissioner
GPO Box 5218, Sydney NSW 2001
Telephone: 1300 363 992
Facsimile +61 2 9284 9666.

Web Sites Analytics

Waves Property Management Pty Ltd subscribes to Google's web analytics that tracks usage of Waves Property Management Pty Ltd web sites. No personal information is collected by this process.

Cookies

Waves Property Management Pty Ltd websites may use cookies to provide certain features and enhance the experience of using the Waves Property Management Pty Ltd web site. No personal information is collected or stored in these cookies.

Changes to the Privacy Policy

Waves Property Management Pty Ltd reserves the right to modify or amend this Privacy Policy at any time and for any reason without notice. The current version of our Privacy Policy from time to time is available at the URLs listed above and otherwise on request.

