



# Privacy Policy

## *Terms of Use*

IZON REALTY appreciates and values the relationship we have with you. However, to provide you with professional real estate advice, service and products we do need to ask you for information about yourself and your needs. We will ensure that this information is protected from misuse. This Policy Statement outlines how we will undertake to do this.

### **1. Website: [www.izonrealty.com.au](http://www.izonrealty.com.au)**

In general you can visit the IZON REALTY Internet site without telling us who you are. The amount of information that you provide to IZON REALTY will depend on the range and number of services that you choose to use. Particular sections of this Internet site may require you to send IZON REALTY personal information, including your name and e-mail address. By visiting our Internet site, you are accepting the practices described in this Privacy Policy. IZON REALTY adopts and is bound by the National Privacy Principles set out in Schedule 3 of the Privacy Amendment (Private Sector) Act 2000 ("the Act"). By communicating with us or by requesting our services, you consent to the practices described in this Statement. By visiting this website and by participating in an online enquiry you also consent to the practices described in this Statement.

### **2.2 Cookies**

IZON REALTY may use cookies on its Website from time to time. This may involve the collection of personal information about you, including your habits when accessing parts of the IZON REALTY Internet site and any personal information you provide. You can prevent this collection of information by disabling your web browser from accepting cookies. This will not prevent you from accessing the IZON REALTY Internet site; however, it may prevent you from utilising all features in the IZON REALTY Internet site.

### **2.3 Requested Personal Information**

At various stages, you may be requested to provide IZON REALTY with personal information including but not limited to your contact details. Personal information will only be requested if it is necessary to provide a service to you or if it is necessary by law to collect the information. Such a request may arise if you ask IZON REALTY to provide you with information or provide you with a service. In addition to our Internet site, IZON REALTY may collect information from/about you which generally includes your name, gender, address, telephone number, facsimile number & email address. Personal information may be collected but is not limited to:

- (a) When you make any enquiry by telephone, mail, face to face, via our website or through an application/ registration form;
- (b) When you engage us or discuss engaging us to provide services or advice to you;
- (c) When you enquire, apply or negotiate with us concerning purchasing, selling or renting a property;
- (d) When you provide your details at an "Open for Inspection" or at an Auction or other IZON REALTY activities;
- (e) When you visit our website send us an email or complete an online enquiry;
- (f) Any other collection of or incidental or directly or indirectly related to a service or product we may be able to provide to you.

### **3. Use and Disclosure**

IZON REALTY will not use or disclose and will use reasonable endeavours to prevent the use or disclosure of, information provided by a user to IZON REALTY for a purpose other than the primary purpose of collection (a 'secondary purpose'), except to the extent that:

- (a) the secondary purpose is related to the primary purpose for the collection and you would reasonably expect IZON REALTY to use or disclose the information for the secondary purpose (for example, the provision of your information to a third party where you have requested, through IZON REALTY a product or service to be supplied by that third party, for example, tradespeople, property inspection consultants, lawyers, etc.);
- (b) you have consented to the use of the information for the secondary purpose;
- (c) information provided by you, including information relating to transactions, may appear in aggregate form to provide statistical information within IZON REALTY or to third parties;
- (d) maybe necessary to enforce any of the terms of an agreement between you and IZON REALTY;
- (e) may be necessary where IZON REALTY has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities;
- (f) maybe required or specifically authorised by law;
- (g) information may be provided in cooperation with any government authority;
- (h) information that may be used for market research product development by IZON REALTY or our third-party consultant.

Any personal information collected will be used and disclosed by us so that we can carry out our duties and responsibilities as a professional real estate agency, including at any time the selling or restructuring of our real estate business. This may include the disclosure and transfer of personal information and files, to a third party/new owner of part or all of the IZON REALTY

business, such as is necessary for the ongoing conduct of your business by a third party/new owner. In addition, you specifically authorise that the following disclosures of your Personal Information may be made by us:

- disclosures of or incidental to promotion and marketing to you of our services and products or IZON REALTY seeking potential clients.
- disclosures to media organisations, on the internet, to potential buyers or existing or potential clients, to property inspection consultants, to tradespeople, to bodies corporate, financial institutions including our financial services company, government and statutory bodies, legal representatives, accountants, business consultants and other third parties as required by law.
- disclosures to our third-party consultants such as those consultants who from time to time may manage our database and/or computer system and/or who undertake the advertising and marketing on behalf of the entity known as IZON REALTY and its related companies, or specifically your property.
- disclosures to potential tenants, too tradespeople and other sources related to acting as property managers for a landlord.
- disclosures to the landlord, referees or other agents and operators of third-party tenancy databases or such other sources as deemed necessary, where a tenant/s has failed to comply with the obligations and responsibilities specified in a tenancy agreement or to evaluate the suitability and identity of a tenant/s for a property.
- disclosures as permitted under the Act or required by law.
- any other disclosures incidental to our carrying out our functions as a professional real estate agency including the selling or restructuring of part or all of our business.
- disclosures necessary to investigate or resolve complaints concerning the provision of services by us or others associated with us.
- disclosures to our professional advisers and third-party consultants, including but not limited to our accountants, auditors, legal advisers, market research and product development consultants, information technology consultants and our related companies.

You also agree that we may add your Personal Information including, name, address, mobile and telephone numbers, facsimile number and email address and such other information provided to us by you concerning your property enquiry on our database. The IZON REALTY database is used for ongoing marketing, marketing research and sales-related purposes or to advise you of what services we can provide to you. Our marketing and sales activities will include but not necessarily be limited to sending you promotional material, and forwarding you printed material so that you can be kept up to date with property-related information or other initiatives undertaken by us, including financial services. If at any time you wish to cease receiving such information please contact the Privacy Officer, by post at either: Level PO BOX 189 SWANSEA NSW, 2081 or via email: [info@izonrealty.com.au](mailto:info@izonrealty.com.au) and request your details to be deleted from our mailing list.

## **4. Access and Correction**

4.1 Where IZON REALTY collects information from you we will provide you with access to your information (subject to any reasonable charge as determined by IZON REALTY and notified to you before such access is given) at your request except that:

(a) the request for access is frivolous or vexatious;

(b) providing access would have an unreasonable impact on the privacy of others;

(c) the information relates to existing legal dispute resolution proceedings between you and IZON REALTY and the information would not be accessible by the process of discovery in those proceedings; or

(d) providing access would reveal the intentions of IZON REALTY concerning negotiations with you in such a way as to prejudice those negotiations.

4.2 Where information about you is found to be incorrect, incomplete or out of date, IZON REALTY will correct, update, erase or amend the information as appropriate. To amend or update your details, please write to us at; PO BOX 189 SWANSEA NSW, 2281; or via email: [info@izonrealty.com.au](mailto:info@izonrealty.com.au)

4.3 IZON REALTY does not rent, sell or otherwise disclose your Personal Information to any other organisation without your consent except where so permitted by law and as outlined in our Privacy Policy.

## **5. Links from this Site**

IZON REALTY may link to other Internet sites within the IZON REALTY. These Internet sites have their Privacy Policies and are not subject to this Privacy Policy. We recommend that you carefully read any policy documents or terms and conditions that appear on linked Internet sites before disclosing any personal information. IZON REALTY is not responsible for any practices on linked Internet sites that might breach your privacy.

## **6. Security**

IZON REALTY stores your personal information using industry standards for the security of information to safeguard it from misuse, disclosure, alteration or destruction. By using the IZON REALTY Internet site you agree that the Internet is inherently insecure and that accordingly IZON REALTY can only use its best endeavours to secure your personal information and cannot provide any definitive assurance regarding the security of personal information, these activities are undertaken at your own risk. IZON REALTY will not be liable in any way concerning any breach of security or any unintended loss or disclosure of that information. Please be aware when emailing IZON REALTY or completing an online form there are risks in transmitting such information across the Internet.

## **7. Changes to the Privacy Policy**

IZON REALTY may without notice, amend or modify this Privacy Policy by posting the amended Privacy Policy to the IZON REALTY Internet site [www.izonrealty.com.au](http://www.izonrealty.com.au). You should check this Privacy Policy on each visit to ensure that you are familiar with the most current version.

## **8. Feedback, Questions or Problems**

IZON REALTY welcomes any feedback you may have regarding our Privacy Policy. If you have any questions or queries relating to the policy, please email [info@izonrealty.com.au](mailto:info@izonrealty.com.au), or write to Privacy Officer - IZON REALTY, PO BOX 189 NSW, 2281. If your personal information is not provided to us, and you do not consent to the uses to which we may put your personal information, we may not be able to carry out our duties and responsibilities to you as a professional real estate agency.

### **Disclaimer**

Materials presented in connection with the Website are for information purposes only. The information is provided solely on the basis that readers will be responsible for making their assessments of the matters discussed and are advised to verify all relevant representations, statements and information contained in or in connection with this site. Information on this Website should not be regarded as a substitute for professional legal, financial, real estate or other expert advice.

Although every care is taken to provide links to suitable material from this site, the nature of the Internet prevents us from guaranteeing the suitability, completeness or accuracy of any of the material that this site may be linked to. Consequently, IZON REALTY accepts no responsibility for unsuitable, incomplete or inaccurate material that may be encountered.

IZON REALTY, its subsidiary companies, its Directors, officers, employees, agents and related entities responsible for maintaining this Website, make no claim as to the accuracy of the information on its site, or the accuracy of the information provided by third parties connected to the site or, in respect of links provided to other Internet sites, the accuracy of the information on those sites.

Whilst every effort has been made to ensure that the information is accurate, IZON REALTY will not accept any liability for any loss or damage that may be incurred by any person acting in reliance upon the information.

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