

# TrishHolliday@realty Privacy Policy

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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, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address, and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information.

## 1. What personal information do we collect and hold?

We may collect your name, mailing or street address, email address, telephone number, facsimile number, age or birth date, profession, occupation or job title 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, through our representatives or otherwise. This includes information you provide to us through our service centre, customer surveys, or visits by our representatives.

**Sensitive Information** - we do not typically collect "sensitive information" (such as health information, racial or ethnic origin, or criminal records) unless it is reasonably necessary for our business functions and you have provided explicit consent, or where required by law.

## 2. How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. This occurs through:

- Your access and use of our website;
- Telephone, letter, fax, or email;
- Conversations between you and our representatives;
- Contracting with us or entering competitions and promotions;
- Completing surveys or providing feedback.

We may also collect information from third parties including credit reporting agencies, law enforcement, government entities, your representatives (lawyers/accountants/financial advisors), publicly available sources or any other organisations where you have given your consent.

### **3. Cookies and Analytics**

In some cases we may also collect your personal information through the use of cookies. When you access our website, we may send a "cookie" (which is a small summary file containing a unique ID number) to your computer. This enables us to recognise your computer and greet you each time you visit our website without bothering you with a request to register. It also enables us to keep track of products or services you view so that, if you consent, we can send you news about those products or services.

### **4. What happens if we can't collect your personal information?**

If you do not provide the information described above, we may not be able to:

- Provide the requested products or services to you;
- Provide information about products and services you may want;
- Tailor the content of our website to your preferences.

### **5. Purposes of collection, holding, use and disclosure**

We 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 provide you with access to protected areas of our website;
- 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 TrishHolliday@realty, its related bodies corporate, contractors, or service providers;

- to provide your updated personal information to our related bodies corporate, contractors or service providers;
- to update our records and keep your contact details up to date;
- to process and respond to any complaint made by you;
- 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 of any country.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy.

## **6. To whom may we disclose your information?**

We may disclose your personal information to:

- Our employees, related bodies corporate, contractors, and agents;
- Service providers (web hosting, IT, mailing houses, payment processors, debt collectors and professional advisors);
- Suppliers and third parties with whom we have commercial relationships for marketing purposes;
- Any organization where you have provided express consent.

## **7. Direct Marketing**

We 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).

You may opt-out at any time by contacting our Trish Holliday or using the opt-out facilities provided in the communication; we will then ensure that your name is removed from our mailing list.

## **8. How can you access and correct your personal information?**

You may request access to any personal information we hold about you at any time by contacting us. Where we hold information that you are entitled to access, we will try to provide you with suitable means of accessing it. We will not charge for simply making the request and will not charge for making any corrections to your personal information.

## **9. Storage and Security**

We hold your personal information in both hard copy and electronic forms. We take all reasonable steps to protect your information from misuse, interference, loss, or unauthorized access through technical security measures (such as firewalls and encryption) and restricted physical access.

## 10. Complaints and Disputes

If you believe your privacy has been breached, please contact our Trish Holliday. We will investigate the incident and contact you within a reasonable time to discuss a resolution.

If you are not satisfied with our response, you have the right to lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**:

- **Web:** [www.oaic.gov.au](http://www.oaic.gov.au)
- **Phone:** 1300 363 992

## 11. Links

Our 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.

## 12. Contacting us

If you have questions about this policy or wish to lodge a complaint, please contact:

### **Trish Holliday**

TrishHolliday@realty

46 School Rd, The Gap Q 4061

Phone: 0411825808

Email: [trish@atrealty.com.au](mailto:trish@atrealty.com.au)

Web: [www.trishholliday.com.au](http://www.trishholliday.com.au)

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*This privacy policy may be updated from time to time. The latest version will be available on our website.*

*Last updated: 17/02/2026*