



Our Privacy Statement



Setting new Standards

www.rentalhotline.com.au



Types of personal information we collect

When we collect information, only that which is necessary to perform our functions is collected. This may include but not be limited to the letting, management, sale, refurbishment and maintenance of properties. For example, when letting a property the application form may collect name, address, details of previous rental history, employment information and any other information required to process your application.

Why we collect personal information

Generally, we collect, update and use personal information about you to carry on our business, including:

- Leasing and management of properties including payment of creditors and landlords through electronic payment systems;
- Processing of tenancy applications including confirmation of identity, assessment of ability to meet rental payments and take appropriate care of a property during a tenancy;
- Establishment of rent payment services when you become a tenant, eg B-Pay or such other services as may be utilised by us from time to time;
- Handling of tenant information to a sales agent for the purposes of either selling or appraising properties;
- Handling of tenant information to a Lessor's insurance company or debt collector for debt collection;
- Contact of next-of-kins in an emergency situation;
- Research and development of new products and services;
- Training and quality control processes;
- Positive identification and verification purposes when communicating with you over the telephone;
- Communication of a related company's or a third party's marketing offers to you and/or other parties nominated on forms completed by us for you; and
- To meet our legal obligations, eg in accordance with the *Residential Tenancies Act*.

How we collect information

Generally we collect personal information directly from you, such as when you apply for a product or service including to rent a property from us, or to have us manage a property on your behalf or if you have any other dealings with us including providing a service to us. In addition to this general statement, a specific Collection Notice is provided to you at each point of collection. At that point you will be made aware of the specific uses of the data.

We also access and / or purchase information available on commercial databases which is used in processing of tenancy applications and marketing of our services.

How we store personal information

We store personal information in a number of ways including on computer storage facilities and paper-based files. The steps we have taken to protect your privacy include password-based log-ins to computers and centralised filing at each office of paper-based files. We use generally accepted technology and security so that we are satisfied that your information is transmitted safely to us through the internet or other electronic means. We take reasonable steps to ensure that personal information is securely destroyed or permanently unidentified when we no longer require it.

Disclosure of your personal information

As stated above information is collected for a variety of purposes. In fulfilling the duties and obligations associated with these uses it is sometimes necessary to disclose your data to a third party, eg a maintenance contractor or sales agent or valuer engaged to perform work on the property.

Additionally, specifically in relation to tenants who default on their tenancy agreement, personal information will be disclosed to the following database companies.

- TICA Default Tenancy Control Pty Ltd Contact Number 1902 220 346
- Barclay Financial Services Contact Number (07) 3390 6600
- National Tenancy Database Contact Number (03) 9416 2366

Each of these companies operates a commercial database for use by real estate agents across a broad geographical base. Once your information is disclosed it may then be used by other member agents or clients of the database company for use in processing subsequent tenancy applications.

Rental Hotline is committed to providing accurate and up-to-date data whenever it is disclosed. All disclosure is done in accordance with the provisions of the *Privacy Act 1988* and any other governing legislation.

Direct Marketing

From time to time we use information supplied to us by commercial database companies for marketing our company services. This is done in accordance with the provisions of the *Privacy Act 1988*. Prospective clients and customers are given the opportunity to be excluded from any marketing activities and can elect not to receive specific and direct marketing communication from Rental Hotline.

Please keep us up-to-date

We take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. If your personal details change, such as your telephone number, address, please contact us so that we can continue to provide you with our products and services.

You can access your personal information

Anyone who has provided personal information to Rental Hotline may access this information and provide corrections to it if appropriate. Rental Hotline undertakes to act within a reasonable time of receipt of a request for any information. At this point we will provide you with a copy of the personal information that we may hold about you in pursuant to our obligations under the *Privacy Act*. We reserve the right to charge a fee for the provision of this information and will advise you of the fee for providing same. Please note that under some circumstances as set out in the *Privacy Act*, we may refuse your request.

If you have a complaint about Privacy

Should you have a complaint that relates to how we have collected or used the information you have provided, we would like the opportunity to remedy the situation.

Rental Hotline has a complaints process for situations such as this. Should you have a complaint please contact Rental Hotline using the details listed below.

We undertake to promptly acknowledge and investigate any complaints about the way we manage personal information.

About this Privacy Policy Statement

From time to time our Privacy Policy Statement may be updated. The latest version will be available on our website www.rentalhotline.com.au. It may also be obtained at any of our offices or by contacting our **Residential Management Services** on **(07) 3833 6640** or at **PO Box 380, Paddington Q 4064**.





Privacy Statement

This statement is given in accordance with the *Privacy Act 1988* and the application of the National Privacy Principals therein. Privacy of clients and customers is of utmost importance to Rental Hotline.

This document sets out the policies of Rental Hotline for managing personal information collected by Rental Hotline in any transaction or potential transaction you may have with this company.



Setting new Standards

www.rentalhotline.com.au

RENTAL CENTRES

Choose a rental centre near you!

Brisbane City Office

Telephone (07) 3833 6640

Level 1 545 Queen St, Brisbane Qld 4000
brisbanecity@rentalhotline.com.au
Fax (07) 3833 6840

Nundah/Clayfield Office

Telephone (07) 3833 6650

1221 Sandgate Rd, Nundah Qld 4012
nundah@rentalhotline.com.au
Fax (07) 3833 6850

Toowong Office

Telephone (07) 3833 6660

48 Jephson St, Toowong Qld 4066
toowong@rentalhotline.com.au
Fax (07) 3833 6860

Slacks Creek Office

Telephone (07) 3833 6610

260 Kingston Rd, Slacks Creek Qld 4127
slackscreek@rentalhotline.com.au
Fax (07) 3833 6810

Beenleigh Office

Telephone (07) 3833 6620

78-80 City Rd, Beenleigh Qld 4207
beenleigh@rentalhotline.com.au
Fax (07) 3833 6820

Browns Plains Office

Telephone (07) 3833 6630

Shop 9 8 Browns Plains Rd,
Browns Plains Qld 4118
brownsplains@rentalhotline.com.au
Fax (07) 3833 6830



Setting new Standards

www.rentalhotline.com.au