

# Email | Privacy Notice

Hive Property (we, us, our) is committed to protecting your privacy in accordance with the Privacy Act 1988 (Privacy Act) including the 13 Australian Privacy Principles (APPs) contained in the Privacy Act. Who does this Privacy Notice apply to?

This Privacy Notice applies to all individuals whose personal information we collect in the course of undertaking email correspondence with you about our services. Further information about our services, including our functions and activities, can be found in our [Privacy Policy](#). This includes but is not limited to:

- individuals who contact us to undertake appraisals
- individuals we deal with when acting as a real estate agent for the buying and selling of properties, such as buyers and sellers
- individuals we deal with when providing property management services, including leasing properties, such as lessors, lessees and individuals making applications or enquiries on properties
- individuals making a finance application via our partner, Catalyst Advisers
- individuals who are suppliers, in the course of obtaining services under contract
- individuals seeking employment with us, including referees.

## **What personal information do we collect?**

We collect the following personal information about you, if you choose to provide it to us via email:

- Prospective clients (clients making enquiries): your name, phone number, email address, address,
- Vendors: your name, phone number, email address, address, forms of identification and proof of ownership.
- For buyers and prospective buyers: your name, phone number, email address and forms of identification.
- For renters and prospective renters: your name, phone number, email address, bank statement and financial information, employment details, previous tenancy reports, family details, information about any pets and other information necessary to assess rental applications.
- For lessors: includes but is not limited to information about your name, phone number and email address, financial information (such as your bank statements), information about your property as well as property related invoices.
- Prospective employees: name, email, phone number, CV, working entitlements in Australia and current salary if required.

We may also collect your sensitive information if you disclose it to us via email correspondence. If you email us requesting a property with modifications due to your existing health conditions, this will result in us collecting your sensitive information.

We will also collect sensitive information about you if you list your membership of any trade or professional organisations via your CV.

Generally, we will otherwise not collect sensitive information about you unless you have voluntarily provided it to us.

## **Why do we collect your personal information?**

We collect your personal information to provide our functions and services, as described in our [Privacy Policy](#), to you. If you do not share your personal information with us, our ability to assist you may be limited. We may collect personal information about you from a partner, family member or agent if they email us on your behalf.

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## What do we use your personal information for?

We collect and use your personal information (which may include sensitive information) to enable us to respond to your email enquiries as they relate to our functions and activities.

## Who do we disclose your personal information to?

We may need to disclose your personal information to others, and refer you to our [Privacy Policy](#) which sets out the main disclosures of personal information. We will protect your personal information by taking all reasonable steps to ensure that any disclosure is done in accordance with the Privacy Act.

Your personal information may be shared with contractors. Where contractors are engaged, they are bound by obligations of security and confidentiality, and contractual measures are in place to ensure they comply with those obligations.

## Overseas disclosure

We do not generally disclose your personal information overseas.

## How do you access or correct personal information about you?

Our [Privacy Policy](#) sets out how you can request to access or correct personal information we hold about you. We will generally provide you with access to your personal information unless exceptions under the Privacy Act apply. We will also take reasonable steps to correct any personal information which is inaccurate.

## Complaints or concerns

Our [Privacy Policy](#) sets out how you can make a privacy complaint or raise a privacy concern with us. If you have a privacy complaint or concern, please contact us in the first instance. We will deal with your complaint in accordance with the process set out in our [Privacy Policy](#).

You also have rights under the law to make complaints about our privacy practices directly to the

## You can contact us here:

Post: Level 1, 4 Campion St

Deakin ACT 2600

Email: [hello@hiveproperty.co](mailto:hello@hiveproperty.co)

Phone: (02) 6182 1802