

# Open Homes | 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 providing open homes. This includes people who enter an open home.

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

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

- name
- phone number
- email address

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

We collect your personal information to provide real estate services to you, such as following you up to determine your interest in the property. 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 third party such as a friend or family if they are attending the open home on your behalf.

## **What do we use your personal information for?**

We collect and use your personal information (which may include sensitive information) to enable us to provide you with:

- Contact you to answer general enquiries and to provide accurate and tailored advice on the relevant home.
- Maintain communication with you during the selling, buying or renting process.
- Find the appropriate property to match your needs

## **Who do we disclose your personal information to?**

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.

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## 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 Privacy Commissioner (<https://www.oaic.gov.au>).

## 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