

Property Management | 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 Property Management services. This includes:

- Lessors who are seeking to rent their property
- Lessees and prospective lessees who are seeking to apply for a rental property
- Individuals who contact us to assist in repairs and day-to-day operations of a property

What personal information do we collect?

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

- Name
- Contact details including phone number and email address
- Address
- Proof of ownership
- Financial information (such as your bank statements)
- Information about your property as well as property related invoices.

If you are a lessee, we may collect sensitive information about you in undertaking inspections of your property if the pictures we take indicate, for example, information about your health or about your racial or ethnic origin.

If you are a prospective lessee, we may collect sensitive information about you if you choose to volunteer it in the course of applying for a property (such as if you advise that you need modifications due to an existing health condition).

Why do we collect your personal information?

We collect your personal information to provide property management services 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 referees in the course of determining whether you are a suitable rental candidate.

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:

- property management services
- communicate with you as lessor regarding rental applications
- communicate with you as lessor regarding ongoing property management and financial reporting
- communicate with you as lessee regarding the leased property, including inspections and ongoing maintenance of the property

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Who do we disclose your personal information to?

We may need to disclose your personal information to others, such as the lessee, the lessor, tradespeople or contractors. 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 may disclose personal information to overseas recipients in the following circumstances:

- Where a landlord, tenant, applicant, contractor, service provider, or other party to a property management arrangement resides outside Australia and the disclosure is necessary to manage the property, administer tenancy or management agreements, process applications, or communicate in relation to the property

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 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

Phone: (02) 6182 1802