

Sale of a Property | 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 real estate services for the sale of a property. This includes:

- people who contact us with enquiries on the property
- the vendor of the property
- the buyer of the 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 addresses
- Address
- Forms of identification
- For the vendor only, proof of ownership
- For the buyer only, bank details

Why do we collect your personal information?

We collect your personal information to provide services to enable the sale of a 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 your solicitor, finance provider, building inspector and other trades such as stylists which assist in the process of you purchasing or selling the property.

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:

- Real estate services for the selling of your property
- Communicating with the vendors in relation to any offers and the progress of the sale of your property
- Communicating with buyers in relation to negotiation of the property sale

Who do we disclose your personal information to?

We may need to disclose your personal information to others, such as your solicitor, building inspector, trades such as stylists for the purpose of assisting in the sale of your property. 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.

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Overseas disclosure

We do not generally disclose your personal information overseas. We may disclose your personal information to overseas recipients in the following circumstances:

- Where you are a client, vendor, or buyer residing outside Australia and the disclosure is necessary to provide our products or services, manage our relationship with you, or fulfil contractual obligations;

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