

# Testimonials | 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 reviews and testimonials of our services. This includes:

- people who submit reviews and testimonials directly to us; and
- people who submit reviews and testimonials through RateMyAgent.

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

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

- first name
- locations (suburb only)
- your opinion on the performance of your agent and Hive generally

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

We collect your personal information for the purpose of marketing of our business. The submission of a review is voluntary.

We may collect personal information about you from RateMyAgent for the purposes of publishing your testimonial on Hive's [testimonial webpage](#). We will only publish your first name, suburb as well as your testimonial.

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

We collect and use your personal information (which may include sensitive information) to enable us to share your success stories and promote our services.

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

We may need to disclose your personal information to others, such as to RateMyAgent. 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**

Publication of material online is considered overseas disclosure as the material can be accessed worldwide. If you submit a review for HIVE, this may be published online with only a first name and area disclosed.

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## 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](mailto:hello@hiveproperty.co)  
Phone: (02) 6182 1802