

GENERAL PRIVACY STATEMENT



Your privacy is important to Infinity Property Solutions

Your privacy is important to us. This statement outlines Infinity Property Solutions (“Infinity Properties”) policy on how we collect personal information and how we maintain, use, store and disclose the personal information we hold and reflects our commitment to you. It applies to all operations within Infinity Properties in Australia, including visitors to our website.

It is the policy of Infinity Properties to respect the confidentiality of information and the privacy of individuals. Infinity Properties is bound by the Australian Privacy Principles (APP) contained in the Privacy Act 1988 (as amended) in Australia.

The Infinity Properties privacy policy will be reviewed and updated from time to time to take account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment. Please regularly check our privacy policy so that you are aware of these updates and changes. Any information we hold will be governed by the most current version of the Infinity Properties privacy policy.

The Infinity Properties privacy policy is based on transparency

We are committed to being open and transparent about how we manage personal information.

Types of personal information held by Infinity Properties and when and how it is collected

Infinity Properties only collects necessary information to perform our functions. This may include, but is not limited to, for the purposes of leasing, managing and maintaining properties in accordance with relevant legislation on behalf of lessors.

Personal information means information or an opinion about you. It includes information regarding your contact details, employment history, rental payments and property maintenance history, personal identification, opinions about your character in relation to meeting your responsibilities as a tenant, and other information obtained or received by us in connection with your possible and actual tenancy placements.

Sensitive information (Australia only) Sensitive information is a special category of personal information under the Australian Privacy Act 1988. It is information or opinion about you, including membership of a professional or trade association or membership of a trade union; criminal record; health information, racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, or sexual preferences or practices. As outlined in the Australian Privacy Act, sensitive information can, in most cases, only be disclosed with your consent.

Collection We generally collect personal or sensitive information about you upon direct request, such as when you apply for a product or service. We also access and/or purchase information available on commercial databases which is used in processing of Tenancy Applications and marketing of our services.

This includes when:

- You complete one of our application forms or provide any other information in connection with your application
- You request maintenance or repairs be conducted at the property
- We receive any reference about you
- We receive results of inquiries that we might make of your former rental agents or landlords, work colleagues, professional associations or registration body
- We receive the results of any background check, including from tenancy history and defaulting databases such as TICA and Barclays
- We receive any complaint or other information from or about you in connection with your tenancies, past or present
- We receive any information about any insurance investigation, litigation, registration or professional disciplinary matter, criminal matter, inquest or inquiry in which you were involved
- You provide us with any additional information about you

General information collected from visitors to our website

We gather information about all our website users collectively, such as what areas users visit more frequently and what services users access the most. We only use such data anonymously and in the aggregate. This information helps us determine what is most beneficial for our users, and how we can continually create a better overall website experience for you.

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Your personal information collected on the infinity.properties.com.au websites

In a number of instances we may need specific information about you, such as name, address, email address, telephone number, rental and work history and associated contact details, personal identification, referees, etc. We will collect this information if you apply for a property via our website and to a lesser extent, if you request any other service via our website. We may also ask you for other information such as the types of properties and areas you are interested in and your renting concerns in order to provide you with the best possible service and internet experience.

Purposes and use for which we collect personal information

Your personal and sensitive information may be used in connection with:

- Your actual or possible tenancy
- Your rental references
- Our assessment of your ongoing satisfaction of obligations
- Informing you of possible rental availabilities, relevant applicants, or other events such as training or information sessions by direct mail/email/sms
- Our management and resolution of any complaint, inquiry or investigation in which you are involved
- Any insurance claim or proposal that requires disclosure of your personal or sensitive information
- For research, development, business systems and infrastructure testing, and other business purposes to assist us in providing our services to you
- Our direct marketing to you

If you do not give us the information we seek:

- We may be limited in our ability to locate suitable tenancy opportunities for you
- We may be limited in our ability to place you in a tenancy

Disclosures

We may disclose your personal information (including to trusted third parties) for the purposes for which it is primarily held or for a related secondary purpose and in some cases we may only disclose information with your consent.

Your personal and sensitive information may be disclosed to:

- Potential and actual lessors/clients of Infinity Properties and trusted third parties
- Referees
- External providers of maintenance and repair services eg maintenance contractors, building inspectors or valuers engaged to perform work on the property
- Our insurers, or insurers of the lessor
- Third party service providers eg utility connection services
- Any person with a lawful entitlement to obtain the information

We do not disclose information about your individual visits to the Infinity Properties' website.

Management of personal information

At Infinity Properties, we train our staff to respect the confidentiality of customer information and the privacy of individuals. Infinity Properties regard breaches of your privacy very seriously and any breach will result in disciplinary action being taken, dependent upon severity.

How do we store and protect personal information?

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, mail, over the internet or other electronic medium. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records, and take such steps as are reasonable in the circumstances to protect the personal information we hold from misuse, interference and loss, unauthorised access, modification or disclosure. We may need to maintain records for a significant period of time. However, when we consider information is no longer needed, we will remove any details that will identify you or we will securely destroy the records.

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How do we keep personal information accurate and up to date?

Infinity Properties takes such steps as are reasonable in the circumstances to ensure that the personal information it holds and discloses is accurate, up to date and complete. We recognise that information changes frequently with changes of address and other personal circumstances. We generally update your information over the telephone or by email. Please advise your property manager when your personal details change.

Enquiries & complaints

You can make enquiries, requests to access/delete or correct your information, or complain about alleged breaches of the APP's or IPP's to our office:

The Principal
Infinity Properties
1800 056 426 ¹¹_{SEP}
admin@infinityproperties.com.au
PO Box 4572, FOREST LAKE QLD 4001 ¹¹_{SEP}

Complaints

We aim to acknowledge receipt of all complaints within 10 working days, and aim to resolve all complaints within 30 working days. This may not be possible in all circumstances depending on the contents of the complaint. In this situation, we will respond to your complaint in a reasonable time. If you are not satisfied with our response to your complaint, in Australia you can contact the Australian Information Commissioner (OAIC).

Access

Subject to some exceptions that are set out in both the Australian Privacy Principles you can gain access to the personal information that we hold about you.

To make a request to access your personal information, you will need to complete an application form verifying your identity and specifying what information you require. Please contact our office for an application form. We will respond to your request within a reasonable period after the request is made and provide access to the information in the manner requested, if it is reasonable and practicable to do so.

We may impose a moderate charge in providing access. Our office will discuss this with you. You should also anticipate that it may take time to process your application for access as there may be a need to retrieve information from storage and review it in order to determine what information is relevant.

If we refuse to provide you with access to your personal information, we will notify you in writing of the reasons for the refusal and the process for escalation regarding this refusal.

Correction

You may request that we correct the personal information that we hold about you if you deem it to be inaccurate, incomplete, out-of-date, irrelevant or misleading. We will take reasonable steps under the circumstances to correct the information.

If we refuse to correct your personal information, we will notify you in writing of the reasons detailing our refusal to correct the information and the process for escalation regarding this refusal. Should we refuse you may ask us to place with the information a statement that the information is inaccurate, incomplete, out-of-date, irrelevant or misleading and we will take such reasonable steps under the circumstances to associate the statement with your information. If you wish to exercise your rights of correction you should contact our office for an application form. We will not charge you for making the request to correct your information or associating a statement.

Feedback

Infinity Properties have several areas on our website where you can submit feedback, under the 'contact us' section. Any feedback that is submitted through this area becomes the property of Infinity Properties. We may use this feedback, such as success stories or responses to surveys, for marketing purposes, or to contact you for further feedback on the site.