



Privacy Collection Notice

Reco Property Pty Ltd is committed to protecting your privacy and ensuring that your personal information is handled in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles (APPs), and all applicable New South Wales real estate legislation.

This Privacy Collection Notice explains how we collect, hold, use, and disclose your personal information in the course of providing real estate services, including property sales, leasing, property management, and related services.

By providing your personal information to us, you acknowledge that you have read and understood this Collection Notice and consent to the handling of your information as described.

Types of Personal Information We Collect

We collect personal information that is reasonably necessary to carry out our business functions and activities. The types of personal information we may collect include, but are not limited to:

- Personal identification details, such as your full name, date of birth, and contact details (including residential address, postal address, email address, and telephone number)
- Proof of identity documents, including driver licence, passport, or other government-issued identification
- Employment details, including employer name, occupation, and income information
- Financial information, including bank account details, and payment records
- Rental history, tenancy databases, references, and prior leasing records
- Property ownership details and transaction history
- Information relating to your requirements, preferences, or intentions in relation to property transactions



- Any additional information you provide to us in connection with an application, agreement, enquiry, or transaction

We only collect sensitive information (if any) where it is reasonably necessary and permitted by law, or with your consent.

How We Collect Personal Information

Where practicable, we collect personal information directly from you. This may occur through:

- Tenancy application forms and sales-related documentation
- Agency agreements and disclosure documents
- Enquiries submitted via our website or third-party platforms
- Communications with us, including email, telephone, SMS, and in-person interactions
- Property inspection registrations and open home attendance records

In some circumstances, we may collect personal information from third parties where it is unreasonable or impracticable to collect it directly from you, or where authorised by law. These third parties may include:

- Previous or current landlords and managing agents
- Employers and personal or professional referees
- Financial institutions, mortgage brokers, and insurers
- Credit reporting bodies and tenancy databases (where permitted)
- Government agencies and identity verification services
- Online property platforms and listing services

Purpose of Collection

We collect, hold, use, and disclose personal information for purposes including:

- Assessing applications for tenancy, purchase, or sale of property
- Managing residential and commercial tenancy agreements
- Facilitating property sales, leasing transactions, and related negotiations
- Verifying your identity and assisting in the prevention of fraud or unlawful activity



- Managing rental payments, bonds, arrears, and trust account obligations in accordance with legislative requirements
- Maintaining accurate records and complying with audit and trust accounting obligations
- Complying with our legal and regulatory obligations, including those imposed by NSW Fair Trading and other relevant authorities
- Communicating with you and other relevant parties, including landlords, tenants, buyers, sellers, contractors, and service providers
- Marketing properties and services, unless you opt out of receiving such communications

Disclosure of Personal Information

We may disclose your personal information to third parties where it is reasonably necessary for the purposes outlined above or where required or authorised by law. Such disclosures may include:

- Property owners, landlords, and vendors
- Tenants, prospective tenants, purchasers, and prospective purchasers
- Contractors, tradespeople, strata managers, and service providers engaged in connection with a property
- Financial institutions, mortgage insurers, and brokers
- Credit reporting bodies and tenancy database operators (where permitted by law)
- Debt collection agencies, where necessary for the recovery of outstanding amounts
- Government authorities and regulatory bodies, including NSW Fair Trading
- Legal advisers, accountants, auditors, and insurers

We take reasonable steps to ensure that third parties who receive personal information handle it in accordance with privacy laws.

Reco Property does not sell, rent, or trade personal information to third parties.



Overseas Disclosure

In some cases, your personal information may be stored or processed using cloud-based systems or service providers that may be located outside Australia. Where this occurs, we take reasonable steps to ensure that such providers comply with the Australian Privacy Principles or equivalent standards.

Consequences of Not Providing Information

If you choose not to provide the personal information requested, or provide incomplete or inaccurate information, we may be unable to:

- Process or assess your tenancy, purchase, or sale application
- Enter into agreements or contractual arrangements with you
- Provide you with our services in an effective and compliant manner
- Verify your identity or meet our legal and regulatory obligations

Storage and Security of Personal Information

We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure.

Personal information may be stored in:

- Secure electronic databases, including cloud-based systems
- Physical files stored in controlled-access environments

We implement appropriate technical, administrative, and physical safeguards to protect your information.

We also take reasonable steps to destroy or de-identify personal information when it is no longer required for the purposes for which it was collected, unless retention is required by law.

Access and Correction

You have the right to request access to the personal information we hold about you and to request corrections if you believe the information is inaccurate, out-of-date, incomplete, irrelevant, or misleading.

Requests for access or correction should be made in writing using the contact details below.



Complaints and Dispute Resolution

If you believe that we have breached your privacy or mishandled your personal information, you may lodge a complaint with us.

We will investigate your complaint and provide a written response within a reasonable period.

Contact Details

Reco Property Pty Ltd

ABN: 99 624 946 881

Address: 2B/2 Muller Lane, Mascot NSW 2020

Other Office: 24 Glebe Point Road, Glebe NSW

Phone: +61 2 8357 3377

Email: admin@recoproperty.com.au