

## Privacy Policy

Windmills and Wombats Pty Ltd trading as Hugh Lawrence Real Estate is committed to the protection of your personal information in accordance with the Privacy Act 1988. The Privacy Policy describes the manner in which Hugh Lawrence Real Estate collects stores and uses personal information. If you would like to make any enquiries regarding the Privacy Policy, you should contact Hugh Lawrence Real Estate by the following email address: [hugh@hughlawrencerealestate.com.au](mailto:hugh@hughlawrencerealestate.com.au)

Hugh Lawrence Real Estate may from time to time upgrade or change the Privacy Policy to take into account new laws, regulations and technology. All your personal information will still be governed by the most recent policy, posted on this website.

### **1. How Hugh Lawrence Real Estate collects personal information**

The information is collected directly from its website users and customers when they provide information in person, by writing or by phone. When a user submits an enquiry to the website or an agent fills out an authority, information is collected. A third party may also supply information at the customer's request.

### **2. What personal information is collected**

Personal information collected by Hugh Lawrence Real Estate may include:

- Contact information such as name, address and phone number/s.
- Services provided to you such as communications and email alerts.
- Business information such as CAN, ABN and license numbers.
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### **3. How Hugh Lawrence Real Estate uses your personal information collected from you**

- Provide you with the management, authorities and the services that you have requested
- Communicate with you or representative
- If you choose not to provide certain information then the service that you have requested may not be able to be delivered
- If you make an enquiry Hugh Lawrence Real Estate will reply to by the information provided

### **4. To whom Hugh Lawrence Real Estate discloses your personal information**

- Hugh Lawrence Real Estate may disclose selected personal information to legal representatives and/or conveyancers in order to prepare legal contracts and documents
- The selected information may include, your name, address, phone number and email address
- Hugh Lawrence Real Estate will not pass your information onto a third party without your permission
- Hugh Lawrence Real Estate may provide your personal information upon request by a government authority, to assist police or as required by law

**5. Finding out what personal information Hugh Lawrence Real Estate holds about you**

- You are entitled to access your personal information that Hugh Lawrence Real Estate by the following means:
  - A. In person by visiting our registered office at 300 High Street Nagambie Victoria during office hours
  - B. By telephone 0488 770 733 or 03 5794 2307
  - C. By written request P.O. Box 101 Nagambie Victoria 3608
  - D. Or by email [hugh@hughlawrencerealestate.com.au](mailto:hugh@hughlawrencerealestate.com.au)
- There is no charge for this service, however you will need to present a form of identification

**6. Updating, storage and security of your personal information**

- Your personal information can be updated at any time by notifying Hugh Lawrence Real Estate of any changes
- We have no need to collect sensitive information regarding our clients and your requirement and need to sell will remain confidential
- Storage of your personal information is done by filing the information in secure storage cabinets, physical, technical and procedural methods
- To supply updated personal information, please email [hugh@hughlawrencerealestate.com.au](mailto:hugh@hughlawrencerealestate.com.au)

**7. What to do if you have a question, complaint or problem about your personal information**

- If you feel that your privacy has not been respected or that your information has been used incorrectly or that Hugh Lawrence Real Estate has conducted itself inconsistently with this Privacy Policy or the Privacy Act 1988 the please contact Hugh Lawrence Real Estate by the following means [hugh@hughlawrencerealestate.com.au](mailto:hugh@hughlawrencerealestate.com.au) or 0488 770 733.
- Hugh Lawrence Real Estate take all concerns and complaints seriously and your request will be dealt with quickly and in an efficient manner to successfully reach an outcome that will satisfy all parties concerned
- If you require further information about the Privacy Act 1988 please go to [www.comlaw.gov.au](http://www.comlaw.gov.au)

8. This Privacy Policy is subject to the relevant legislation at the time and Hugh Lawrence Real Estate will endeavour to update this Privacy Policy as required by changes in the Act