

# HOW WE KEEP YOUR INFORMATION SAFE & SECURE

## 1. PRIVACY STATEMENT

McGrath and its related bodies corporate (including but not limited to McGrath Oxygen Home Loans Pty Ltd (ACN 103 177 377) and Total Real Estate Training Pty Ltd (ACN 093 918 122), franchisees, agents and brokers (McGrath) collect and handle your personal information in accordance with our Privacy Policy. If you provide us with your details, we may contact you about our property listing, promotions, and related products and services. We may use your personal information within McGrath and disclose it to our authorised representatives and service providers who act on our behalf, to fulfil the purpose for collecting your information. Our service providers may have servers located overseas such as in USA, Europe, Philippines and Japan, and you consent to these overseas disclosures. Without your information, we may not be able to provide you with services and you may miss out on receiving valuable information from us. We do not collect sensitive information about you unless you provide it to us voluntarily. You have a right to access your personal information that we hold and may ask us to correct this. Our Privacy Policy contains more detail on your rights and contact details for questions or complaints at [www.mcgrath.com.au/privacy](http://www.mcgrath.com.au/privacy).

## 2. COLLECTING INFORMATION

We collect, hold, use and disclose your personal information so that we can perform our functions and activities and provide best possible customer service. We may collect, hold, use and disclose your personal information for the following purposes:

- To provide and administer our products and services, including market properties for vendors and landlords, facilitate transactions for sales and leasing, assess and originate your application for finance or mortgage insurance and manage that finance, property concierge services, verify your identity, conduct credit checks and process payments if applicable;
- To respond to your submissions and enquiries about our products and services and property listings;
- To distribute our newsletters and other communications either alone or with the assistance of service providers on information about us, our conferences, training and events, our property listings and our related products and services;
- To plan, market, host and facilitate our conferences, training sessions and events;
- To inform and conduct marketing activities including to promote our products and services;
- To maintain records and comply with our legal obligations.

## 3. DISCLOSURE OF PERSONAL INFORMATION

McGrath may disclose your personal information and credit-related information within the McGrath group including to our officers, employees, agents, brokers and contractors. We may disclose your personal information and credit-related information as part of our functions and activities, including (but not limited to):

- To the other parties in any real estate transaction including developers, vendors, landlords, purchasers and tenants, and their authorised representative;
- To guarantors, other mortgage intermediaries, lenders, financial institutions, insurers, valuers and credit reporting bodies and providers;
- To Honey Insurance Pty Ltd (ABN 52 643 672 628) who may provide an insurance quote to you;
- To our suppliers and service providers that provide products and services to assist us to perform our functions and activities such as marketing, events, recruitment, HR and share registry management; and
- When we may be required by law from time to time.

## 4. HOW WE HOLD INFORMATION AND KEEP IT SECURE

McGrath holds your personal information both electronically, on our own servers and those of our service providers, and in hard copy at our secured offices. McGrath takes the security of your personal information seriously and we implement a range of technical, administrative, personnel and physical measures to safeguard your personal information against loss, interference and unauthorised access, modification and disclosure, and misuse, including using electronic and physical access restrictions to files containing personal information and ensuring encryption of personal information sent and received.

## 5. OUR CONTACT DETAILS

If you require any further information or have any questions about this Privacy Policy or if you wish to access or correct your personal information or make a complaint about our handling of that information, please contact the McGrath Privacy Officer as follows:

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### Information & Complaints

9386 3333  
55 Pyrmont Street, Pyrmont NSW 2009  
[privacy@mcgrath.com.au](mailto:privacy@mcgrath.com.au)

# McGrath