

Privacy Statement

PRIVACY POLICY

Rosenberger Realty & Valuations take their obligations under the Privacy Act 1988 seriously. This policy is written to ensure that we respect and keep safe all the personal information you may provide to Rosenberger Realty & Valuations in any transaction you have with us.

COLLECTION OF INFORMATION

We only collect information from you that is necessary for what we do. For example, when you apply for tenancy, we will be asking you for your name, address and personal details so that we can ensure that we provide you and our clients quality service.

We could use the information you provide us to determine suitability for tenancy etc. Rosenberger Realty & Valuations undertakes to only collect information by lawful and fair means. This means we will never be unreasonably intrusive.

USE & DISCLOSURE

Personal information is collected for the purpose of processing tenancy applications, selling, purchasing and leasing of property. Some or all information may be shared with landlords, vendors, purchasers, tenancy databases and other landlords / agencies.

ANONYMITY

Wherever practicable, Rosenberger Realty & Valuations will allow any individual to seek out and obtain information in a confidential manner and without the need to identify themselves.

DATA QUALITY

Rosenberger Realty & Valuations endeavours to ensure that all data collected is accurate and well maintained. All computer access is password controlled and Rosenberger Realty & Valuations undertakes to respond to any enquiry regarding what information we hold, how we use it and where or how it is disclosed.

OPENNESS

Any person who has supplied information to Rosenberger Realty & Valuations will have the right to seek out the information we hold on them. Rosenberger Realty & Valuations undertakes to respond to any enquiry regarding what information we hold, how we use it and where or how it is disclosed

ACCESS & CORRECTION

Anyone who has provided personal information to Rosenberger Realty & Valuations may access this information and issue corrections if necessary. Rosenberger Realty & Valuations undertakes to ensure that any amendments to information are actioned in a timely manner. In most cases, you will be asked to verify your identity prior to personal information being disclosed. This ensures that information is only provided to the correct person and that the privacy of others is not undermined. All requests for information will be dealt with in a confidential manner.

WHAT TO DO IF YOU HAVE A PRIVACY COMPLAINT

Our aim is to ensure that we treat all personal information with respect and care. However, should you have a complaint that relates to how we have collected or used the information you have provided on yourself, we would like the opportunity to remedy the problem. Rosenberger Realty & Valuations has a complaints register for this purpose, and all privacy complaints will be dealt with in a timely manner. Should you have a complaint, please address it to the The Director, Rosenberger Realty & Valuations, PO Box 520, ROMA QLD 4455 or email berger@rosenbergers.com.au. In the unlikely event that the matter cannot be resolved between Rosenberger Realty & Valuations and an individual the matter should be referred to the Officer of the Australian Information Commissioner.