



The following document sets forth the Privacy Policy for Mickrick Pty Ltd ACN 666 440 606 trading as Local Knowledge Buyers Agent (“**Local knowledge Buyers Agent**”).

Local knowledge Buyers Agent understands that privacy is important. Our privacy policy is designed to protect your personal information and complies with the requirements of the Privacy Act 1988 that governs how private-sector organisations handle personal information.

Our privacy policy outlines how Local Knowledge Buyers Agent collects, stores, uses, protects and manages information provided to us by clients.

Local Knowledge Buyers Agent needs to collect personal information from clients in order to provide services to our clients. Local Knowledge Buyers Agent will not disclose this personal information, unless it is:

- used to assist in the search, negotiation and settlement process of a property purchase
- used to market the agency with your consent
- or is required by law to be disclosed.

You may access your personal information at any time by contacting Local Knowledge Buyers Agent. You also have the right to correct personal information that may be inaccurate, incomplete or out of date.

1. WHAT PERSONAL INFORMATION DOES LOCAL KNOWLEDGE BUYERS AGENT COLLECT?

Local Knowledge Buyers Agent will generally collect your name, address, contact information, identification information, some financial information and other information to enable us to perform buyer’s agent services.

We may also from time to time need to collect information from other service partners with whom we conduct business, who are not clients of Local Knowledge Buyers Agent. This could include business contacts such as building and pest inspectors, pool inspectors, licensed tradespersons, mortgage brokers, solicitors etc.

Generally, Local Knowledge Buyers Agent will not collect sensitive information about you unless this is required to enable us to provide you with services. If we need sensitive information, we will ask for your consent when we collect this information.

2. HOW IS PERSONAL INFORMATION COLLECTED?

We may collect personal information in person, by telephone, letter, sms, email or when you provide it to us via our website.

3. HOW IS PERSONAL INFORMATION STORED?

Local Knowledge Buyers Agent takes reasonable steps to ensure the security of your personal information from risks including loss, unauthorised access, destruction, use, modification or disclosure. This includes electronic and physical security measures, staff training, and use of password protection software.

When your personal information is no longer required by us, we will remove or de-identify the information as soon as reasonably possible. Certain personal data may be retained for as long as is necessary to comply with any applicable law, for the prevention of fraud, for insurance and governance purposes, to resolve disputes and enforce our legal agreements, terms and conditions.

Local Knowledge Buyers Agent will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our services, or we are legally obligated to retain this data for longer time periods.

4. HOW IS PERSONAL INFORMATION USED?

Local Knowledge Buyers Agent’s policy is to only use personal information for the main business purposes for which it was collected.

The personal information collected from you by Local Knowledge Buyers Agent may be used for:

- performing our services
- communicating information about our services to you, including contracted services
- to attend and manage your requests to us
- for internal administrative, marketing, planning, development, and research requirements.

If at any time you no longer wish to be notified about Local Knowledge Buyers Agent services, please contact us.



5. WILL PERSONAL INFORMATION BE DISCLOSED TO THIRD PARTIES?

Our policy is designed to maintain confidentiality of your personal information held by us, and to prevent its misuse. Local Knowledge Buyers Agent does not trade, rent or sell personal information to third parties.

There are some circumstances where your personal information may be shared with parties outside of Local Knowledge Buyers Agent. For example:

- at your request to third parties such as solicitors, building and pest or pool inspectors, property managers, and other representatives. Third parties must only use the information for the purposes for which it was supplied, although we are not be responsible for ensuring this.
- to law enforcement agencies or in response to a valid request from government agencies, courts, or external advisers.
- we may occasionally hire other companies to provide services on our behalf. Those companies will be permitted to obtain only the personal information they need to deliver the service.

6. HOW TO ACCESS AND CORRECT YOUR PERSONAL INFORMATION

You have the right to request access to your personal information in accordance with applicable privacy legislation. You also have the right to ask us to correct information about you that is inaccurate, incomplete or out of date. Local Knowledge Buyers Agent's policy is to consider any requests for access or correction in a timely manner.

7. QUESTIONS

If you have any questions about this privacy policy or your personal information held by us, please contact Local Knowledge Buyers Agent.

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This privacy policy is subject to change Date: April 2024
