



GiJay Estate Agents is committed to respecting your right to privacy and protecting your personal information. We are bound by *The Privacy Act*.

We will ensure that all officers, employees, and subcontractors are aware of and understand GiJay Estate Agents obligations as well as their own obligations under the Act. We will achieve this through the provision of training and through maintaining and implementing internal policies and procedures to prevent personal information from being collected, used, disclosed, retained, accessed or disposed of improperly.

This Policy applies to all your dealings with us, whether in person, or via telephone, email, correspondence or our website.

## The Privacy Act

The Privacy Act 1988 is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information. The Privacy Act includes:

- 13 Australian Privacy Principles that apply to the handling of personal information by most Australian and Norfolk Island Government agencies and some private sector organisations.
- Credit reporting provisions that apply to the handling of credit-related personal information that credit providers are permitted to disclose to credit reporting bodies for inclusion on individuals' credit reports.

The Privacy Act also:

- Regulates the collection, storage, use, disclosure, security and disposal of individuals' tax file numbers.
- Permits the handling of health information for health and medical research purposes in certain circumstances, where researchers are unable to seek individuals' consent.
- Allows the Information Commissioner to approve and register enforceable APP codes that have been developed by an APP code developer, or developed by the Information Commissioner directly.
- Permits a small business operator, who would otherwise not be subject to the Australian Privacy Principles (APPs) and any relevant privacy code, to opt-in to being covered by the APPs and any relevant APP code.
- Allows for privacy regulations to be made.

If we do not agree to make a correction to your personal information, you may provide a statement about the requested corrections, and we will ensure that the statement is apparent to any users of the relevant personal information.

If we do not agree to provide access to your personal information or to correct your personal information, we will provide written reasons for the refusal and the mechanisms available to complain about the refusal.

## Contact Us

You may contact us by email, telephone or post:

**Office Address:** 1399 Logan Road, Mt Gravatt QLD 4122

**Phone:** (07) 3343 4001

**Email:** mtgravatt@gijay.com

## Complaints

If you consider that there has been a breach of the Australian Privacy Principles, you are entitled to complain to GiJay Estate Agents (see **Contact Us** section for more information)

We will acknowledge receipt of a complaint within 3 business days. We will investigate the complaint and attempt to resolve it within 30 days after the complaint was received. Where it is anticipated that this timeframe is not achievable, we will contact you to provide an estimate of how long it will take to investigate and respond to the complaint.

Protecting information rights - advancing information policy.

### CONTACT US

**Call:** 1300 363 992

**Email:** enquiries@oaic.gov.au

### Address:

GPO Box 5218

Sydney NSW 2001