

Privacy Policy

PRIVACY AND PROTECTION OF PERSONAL INFORMATION

Privacy Policy

The following Privacy Policy has been published to provide a clear and concise outline of how and when personal information is collected, stored, used and disclosed by *Alexander Robertson & Co*

Alexander Robertson & Co is bound by the Privacy Act (1988) and the National Privacy Principles.

This policy, and the Privacy Act, does not apply to employee records held by *Alexander Robertson & Co*

Alexander Robertson & Co may update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your *Alexander Robertson & Co* account and/or by placing a prominent notice on our site. This Privacy Statement was last amended on 1 September 2006.

Information Collection and Use

Alexander Robertson & Co uses information for the following general purposes: providing your requests for products and services, marketing our products and services, improve our services, contact you, perform necessary credit checks in accordance with our credit application processes, conduct research, and provide anonymous reporting for internal and external clients.

Information Sharing and Disclosure

Alexander Robertson & Co does not rent, sell, or share personal information about you with other people or non-affiliated companies except to provide products or services you've requested, when we have your permission, or under the following circumstances:

We believe it may be necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of the *Alexander Robertson & Co* terms of use, or as otherwise required by law.

Cookies

Alexander Robertson & Co may set and access *Alexander Robertson & Co* cookies on your computer to enable registered member to perform necessary *Alexander Robertson & Co* online features.

Confidentiality and Security

Alexander Robertson & Co limit access to personal information about you to employees who we believe reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs.

We will not otherwise use or disclose your personal information unless the use or disclosure is authorised under the National Privacy Principles.

Some examples of where use or disclosure is authorised under the National Privacy Principles are:

1. where the use or disclosure is required or authorised by or under law;

2. use or disclosure is necessary to prevent a threat to life, health or safety;
3. use or disclosure is necessary to investigate suspected unlawful activity, to prevent or detect a criminal offence or seriously improper conduct;
4. use or disclosure is reasonably necessary for the conduct of or preparation for court proceedings; or
5. you have consented, either expressly or impliedly, to our disclosing the information about you.

Promotional and Marketing Material

Alexander Robertson & Co acknowledges and respects an individual's choice to opt- out of *Alexander Robertson & Co* direct marketing communications activities. Should you decide you do not wish to receive marketing or promotional materials from *Alexander Robertson & Co* please contact us in writing (via email, fax or letter), being sure to include your name, address and contact details(s), or as directed in any particular promotional material you may receive.

Personal information quality

Alexander Robertson & Co seek to keep personal information that is accurate, complete and up-to-date. To assist us with this, please contact us if any of the details you have provided change. Further, if you believe that the information we have about you is not accurate, complete or up-to-date, contact us and we will correct it.

Access to personal information

On request *Alexander Robertson & Co* will provide you with access to the personal information we store about you, but only to the extent we are able by law, and are required under the National Privacy Principles. If we are unable to give you the access requested, we will, if reasonable, consider whether the use of an intermediary would allow sufficient access to meet both our needs. We will also provide you with the reasons for our inability to give you the access requested. Under the Privacy Act we may charge for our reasonable costs in giving you access to personal information held about you.

Changes to this Privacy Policy

Alexander Robertson & Co may update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your *Alexander Robertson & Co* account and/or by placing a prominent notice on our site. This Privacy Statement was last amended on 1 September 2006.

Contact us about privacy

If you would like further information regarding this Privacy Policy or if you believe that the privacy of your personal information has been compromised, you are entitled to complain.

Please contact us by:

E-mail at property@alexrobertson.com.au

©2006 *Alexander Robertson & Co*. All rights reserved