

Privacy Statement – Residential Property Sales

Castle Hill Realty is committed to protecting your privacy in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**. This statement outlines how we collect, use, store, and disclose your personal information in connection with the sale of residential property in Queensland.

Collection of Personal Information

We collect personal information directly from you or through third parties (e.g., solicitors, financial institutions, or property portals) for the purpose of facilitating property sales. This may include your name, contact details, identification documents, financial information, and property ownership details.

Use of Personal Information

Your personal information is used to:

- Market and sell residential property;
- Communicate with you and other parties involved in the transaction;
- Comply with legal obligations (e.g., under the Property Law Act 2023 and Anti-Money Laundering laws);
- Provide updates and marketing communications (unless you opt out).

Disclosure of Personal Information

We may disclose your information to:

- Legal and financial representatives;
- Government agencies (e.g., Titles Registry, ATO);
- Service providers (e.g., IT, marketing, conveyancing);
- Other parties as required or authorised by law.

We do not disclose your personal information overseas unless it is necessary for the transaction and with your consent.

Storage and Security

Your information is stored securely in both physical and electronic formats. We implement appropriate safeguards to protect against misuse, interference, loss, and



unauthorised access. Information is retained only as long as necessary to fulfil the purposes outlined or as required by law.

Access and Correction

You have the right to access and request correction of your personal information. Requests can be made by contacting our Privacy Officer at **admin@castlehillrealty.com.au**

Complaints

If you believe your privacy has been breached, you may lodge a complaint with our Privacy Officer. If unresolved, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

Updates to This Statement

This Privacy Statement may be updated to reflect changes in legislation or our practices. The latest version will always be available on our website or upon request.

