

Privacy Policy

1. About this Privacy Policy

- (a) Quicontract Pty Ltd (ABN 73 609 909 935) (**Quicontract**) provides services which allows users to quickly and effectively collate preliminary contracts for the sale of property.
- (b) Quicontract operates the website <https://agent.reiquicontract.com.au> (**Website**). Quicontract also provides a range of products and services including, for example, REI Quicontract which enables real estate agents to quickly and effectively collate preliminary contracts for the sale of property and other similar or related services (together **Quicontract Service**) either directly or through its partners or contractors.
- (c) Quicontract is committed to complying with its obligations in the *Privacy Act 1988 (Cth)* (**Privacy Act**).
- (d) This Privacy Policy outlines how Quicontract collects, holds, uses, and discloses your personal information.
- (e) In this Privacy Policy, "personal information" has the same meaning as in the Privacy Act and includes, if the context permits, "sensitive information" as defined in the Privacy Act.
- (f) References in this Privacy Policy to "we", "us", and "our" are references to Quicontract.

2. Consent

By providing personal information to us, you consent to our collection, holding, use, and disclosure of your personal information in accordance with this Privacy Policy and any other arrangements that may apply between us.

3. Changes to this Privacy Policy

We reserve the right, at our discretion, to change this Privacy Policy by posting the revised Privacy Policy on the Website. By using the Website, using our products or services, or providing us with personal information, you acknowledge that you have read and agree to the revised Privacy Policy.

4. What personal information do we collect and hold?

In the process of conducting our business we are likely to collect and hold a range of personal information about you. The type of personal information we may collect and hold includes:

- (a) your name;
- (b) your email address;
- (c) your mobile number;
- (d) your telephone number;
- (e) your residential address;
- (f) your mailing address;

- (g) the address of the property you are intending to sell;
- (h) information about the property you are intending to sell including, but not limited to:
 - (i) registered title particulars;
 - (ii) title search;
 - (iii) title reference;
 - (iv) registered dealings (e.g. leases and items registered on title);
 - (v) list of inclusions;
 - (vi) other information included in the standard pages of the contract for sale;
 - (vii) community title search;
 - (viii) strata title search;
 - (ix) council zoning certificate;
 - (x) council order water authority;
 - (xi) sewer diagram;
 - (xii) required dealings;
 - (xiii) if the property has a swimming pool, the swimming pool register entry and compliance certificate or certificate of non-compliance; and
 - (xiv) any document relating to, in on connection with, the property you are intending to sell.
- (i) details of your real estate agent, legal adviser, and conveyancer, including their name, address, mobile and telephone numbers and, as applicable, their licence number;
- (j) any information that you provide to us directly through the Website or indirectly through your use of the Website or through other websites or accounts from which you permit us to collect your personal information;
- (k) information you provide to us through customer surveys; and
- (l) any other information that may be required in order to facilitate your dealings with us.

5. Can I remain anonymous or use a pseudonym?

You have the option of not identifying yourself or using a pseudonym when dealing with us in relation to a particular matter. However, if you do this, or if you do not provide, or if we do not collect, your personal information, you may not be able to use the full functionality of the Website and we may not be able to provide you with products and services including the Quicontract Service.

6. How do we collect and hold personal information?

- (a) We may collect personal information either directly from you or from third parties including the third parties listed in paragraph 7(f) below.
- (b) We may also collect personal information when you:
 - (i) submit a query via the Website;
 - (ii) register for an account on the Website or on the Quicontract Service;
 - (iii) provide us information when using the Quicontract Service;
 - (iv) communicate with us through correspondence, chats, email, or when you share information with us over the telephone or in person; or
 - (v) share information from social media platforms, services, and other permission based marketing sites.

7. Why do we use your personal information?

We may collect, hold, use, and disclose your personal information (including personal information collected via the Quicontract Service) to:

- (a) answer your queries;
- (b) fulfil your requests for, and process your application to use, our products or services including the Quicontract Service;
- (c) receive, process, and exchange information with our bank or payment provider in relation to payment for our products or services including the Quicontract Service;
- (d) provide you with our products or services including the Quicontract Service including for the purposes of generating a contract of sale;
- (e) provide information to our subsidiaries, related parties, joint venture partners, and suppliers;
- (f) provide information to third parties (including in return for a fee or payment) such as:
 - (i) The Real Estate Institute of New South Wales Limited (**REINSW**) or a related body corporate of REINSW for the purpose of REINSW or its related body corporate:
 - (A) providing a range of products and services such as REI Forms Live, RealtyProtect, ApplyNow and other services; and
 - (B) for any other purpose specified in REINSW's or a related body corporate of REINSW's privacy policy (please refer to REINSW's or the related body corporate of REINSW's privacy policy for further information about how and the purposes for which it collects, holds, uses and discloses personal information);
 - (ii) Equifax Australia Information Services and Solutions Pty Limited (**Equifax**) or a related body corporate of Equifax for the purpose of Equifax or its related body corporate;

- (A) providing that information to other parties;
 - (B) conducting title and other searches, including the searches referred to in, or required to be conducted as part of, a contract for sale;
 - (C) generating the standard form contract for sale;
 - (D) obtaining documents related to the sale of the property such as registered dealings (other than mortgages), sewer diagrams, council orders and other related documents; and
 - (E) for any other purpose specified in Equifax's or a related body corporate of Equifax's privacy policy (please refer to Equifax's or the related body corporate of Equifax's privacy policy for further information about how and the purposes for which it collects, holds, uses and discloses personal information);
- (iii) an organisation with whom Quicontract has an integration arrangement to enable the automatic pre-population of information and details in its contracts;
 - (iv) any legal representative you or a person you are representing advises is retained by you or a person you are representing; and
 - (v) the legal advisers, conveyancers, or technology providers of, or in connection with, any of the third parties listed in paragraphs 7(f)(i) to 7(f)(iv) above;
- (g) facilitate your or a registered user's use of the Quicontract Service including the input of information into contract templates that are made available through the Quicontract Service;
 - (h) provide services and customer support, including software and service updates;
 - (i) compare information for accuracy and verify it with third parties;
 - (j) analyse or improve our offers, products, or services including, for example, by examining and keeping track of patterns of use in our interaction with you;
 - (k) optimise the Website and our users' experience such as to perform analytics, conduct research, and for advertising and marketing purposes;
 - (l) in the event there is a change of contractor providing services to or on behalf of Quicontract, disclose or transfer your personal information to the new contractor;
 - (m) undertake research;
 - (n) resolve any disputes that we may have with you or any of our users, and enforce our agreements with third parties;
 - (o) provide information as authorised or required by law or a relevant government body or authority; and
 - (p) undertake any activity or function related to, or in connection with, any of the uses, purposes, or activities described in paragraphs 7(a) to 7(o) above.

8. Will we market or advertise to you?

- (a) We may use and disclose your personal information to market our products or services to you including, for example, communicating with you by mail, e-mail, SMS, MMS, social media, and telephone to inform you about our products or services.
- (b) If you do not wish to receive any information about Quicontract's products, services or benefits then please opt-out of receiving that information, either by:
 - (i) e-mailing us at servicecentre@reinsw.com.au; or
 - (ii) calling us on (02) 9264 2343.
- (c) Please allow 10 business days before any opt-out becomes effective.

9. Who do we disclose personal information to?

We may disclose personal information for the purposes described in this Privacy Policy to:

- (a) our employees, officers, directors, agents, contractors, and related bodies corporate;
- (b) third party suppliers or service providers such as:
 - (i) contractors who assist us in providing products or services to you;
 - (ii) mailing and distribution providers who organise delivery of products;
 - (iii) providers of help services, maintenance, and repair services;
 - (iv) market research providers; and
 - (v) marketing providers who conduct specialised activities such as mail-outs and the dispatch of messages on social media platforms;
- (c) the third parties listed in paragraph 7(f) above;
- (d) our professional advisers, including (without limitation) our accountants, auditors, and legal advisers;
- (e) our insurers;
- (f) payment systems operators (e.g. banks or merchants receiving card payments);
- (g) anyone to whom our assets or businesses (or any part of them) are transferred;
- (h) specific third parties authorised by you to receive information held by us (including, without limitation, any legal representative you or a person you are representing advises is retained by you or a person you are representing); and
- (i) other persons, including government agencies, courts, regulatory bodies, and law enforcement agencies, or as required, authorised, or permitted by law.

10. What security measures do we have?

- (a) We will take steps that are reasonable in the circumstances to protect your personal information from loss, misuse, interference, unauthorised access, modification, or disclosure.
- (b) If appropriate, we will use secure transmission facilities. However, you are advised that there are inherent risks in transmitting information across the internet, including the risk that information sent to or from a website or the Quicontract Service may be intercepted, corrupted, or modified by third parties. As you know, no transmission of information over the internet can be guaranteed to be completely secure. As a result, we do not warrant the security of any information transmitted to us over the internet.
- (c) In the event of a data breach, Quicontract will:
 - (i) conduct an investigation to determine if the breach is likely to result in serious harm to an affected individual;
 - (ii) determine whether notification to the Office of the Australian Information Commissioner is required; and
 - (iii) if required, notify the Office of the Australian Information Commissioner and will arrange notification to the affected individuals.

11. Do we disclose personal information outside Australia?

Unless you provided your consent for us to do so, we will not disclose your personal information outside of Australia.

12. Do we monitor your use and access of the Website and use cookies?

- (a) We may collect personal information about you when you use and access the Website. We may record certain information about your use of the Website, such as which pages you visit, the time and date of your visit, and the internet protocol address assigned to your computer
- (b) A cookie is a small text file that is stored on your computer for record-keeping purposes.
- (c) Quicontract servers may generate cookies which collect and store information about your use of the Website. This information is used to do the following:
 - (i) log certain information including the type of browser and operating system you are using, the top level domain name (for example ".com", ".net", and ".au"), the address of the referring site (for example, the previous site visited), the server's IP address, the date and time of visit, and the address of the pages accessed and the documents downloaded; and
 - (ii) keep track of the pages you have accessed while using the Website.
- (d) This information is generally only used for internal statistical analysis and system administration purposes. It may also be used to improve your experience on the Quicontract Service, tailor placement of online content, or improve the overall quality of our products and services.

- (e) The cookie allows you to page backwards and forwards through the Website and return to pages you have already visited. The cookie may also allow data to be inputted into a form or template which is temporarily stored until you choose to save that form or agreement template.
- (f) Cookies generally remain on your computer even after an internet session is ended and the computer rebooted. The cookie can be read by the server that placed it there during a subsequent visit to that same server.
- (g) You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this Website or the Quicontract Service.
- (h) The Quicontract Service may use third party analytical and advertising tools such as Google Analytics and Facebook Business Manager which are owned and operated by Google and Facebook respectively (**Third Party Tools**). The following provisions apply if the Quicontract Service uses such tools:
 - (i) The Third Party Tools may:
 - (A) use cookies to help analyse how you use and interact with the Quicontract Service;
 - (B) be used to manage marketing activities of Quicontract, including the creation, publishing, monitoring, and organization of advertisements;
 - (C) anonymously track how you interact with the Quicontract Service, including where you came from, what you did on the Quicontract Service, and whether you completed any transactions on the Quicontract Service.
 - (ii) The information generated by the cookies about your use of the Quicontract Service (including your IP address) may be transmitted to and stored by the Third Party Tools on servers outside of Australia. This information may also be:
 - (A) used for the purpose of compiling reports on the Website activity, Quicontract Service activity, and providing other services relating to the Website, Quicontract Service, and internet usage; and
 - (B) transferred to third parties where required to do so by law, or where such third parties process the information on behalf of the Third Party Tool.
- (i) By using the Quicontract Service, you consent to the processing of data about you by Quicontract and the Third Party Tools in the manner and for the purposes set out in this Privacy Policy.

13. Do we publish ratings and reviews?

If you provide a review or rating for a product or services provided by, or available through, Quicontract we reserve the right to publish part or all of your review or rating together with your first name and suburb on the Website.

14. Do you have links to other websites?

The Website and the Quicontract Service may contain links to other websites not controlled or owned by us. We are not responsible for these sites or any consequence of your use of those sites. We recommend that you review the privacy policies of those websites so that you can understand their privacy practices. Quicontract is not responsible for the privacy practices or the content of those websites. This Privacy Policy does not extend to those websites.

15. How do you access and correct your personal information?

- (a) We will take steps that are reasonable in the circumstances to ensure that the personal information we collect, hold, use or disclose is accurate, complete, and up-to-date. However, we rely on the accuracy of personal information as provided to us both directly and indirectly.
- (b) We encourage you to regularly review and update your personal information.
- (c) If you wish to access the personal information we hold about you or if your personal information is inaccurate, incomplete, or outdated, we require you to put your request in writing and emailing or sending us a letter using the contact details in paragraph 17 below. If we do not allow you access to any part of your personal information we hold about you, we will tell you why.

16. How do you make a complaint?

If you wish to make a complaint about the way we have handled your personal information or that we may have breached this Privacy Policy, please contact us using the contact details in paragraph 17 below. Please include your name, email address, and telephone number. Please also clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about further steps you can take.

17. How do you contact us?

Any issues, notices, or complaints in relation to the collection, holding, use, disclosure, accuracy, security of, and access to, your personal information should be made to the Privacy Officer who can be contacted on:

- (a) Email: privacy@reinsw.com.au;
- (b) Telephone: (02) 8267 0513; or
- (c) Post: 30-32 Wentworth Avenue, Sydney NSW 2000.

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