



REAL ESTATE SALES • PROPERTY MANAGEMENT • BUYER AGENCY

PRIVACY POLICY

Effective Date:01/07/2025 | LastUpdated:06/08/2026

Broda Real Estate (“we”, “us”, “our”, or “the Agency”) is a licensed real estate agency providing property sales, buyer agent, and property (rental) management services. We are committed to protecting the privacy and security of the personal information of our clients, tenants, landlords, buyers, sellers, prospective customers, website visitors, and other individuals who interact with us.

This Privacy Policy explains what personal information we collect, why we collect it, how we use and disclose it, how we keep it secure, and what rights you have in relation to your information. It applies to all divisions of our business, including sales, buyer agency, and property management, and to our website, forms, inspections, and other channels through which we collect information.

By engaging our services, providing your information to us, applying to rent a property we manage, or using our website, you acknowledge that your personal information will be handled in accordance with this Policy.

1. Who This Policy Applies To

This Policy applies to personal information we collect from or about:

- Property sellers and prospective sellers (vendors)
- Property buyers and prospective buyers, including buyer agent clients
- Landlords and property owners who engage us for property management
- Tenants and prospective tenants, including rental applicants
- Emergency contacts, guarantors, and referees provided by applicants or tenants
- Tradespeople, contractors, and suppliers engaged in connection with managed properties
- Website visitors, subscribers, and general enquirers
- Job applicants and our own staff (to the extent relevant employment privacy laws apply)

2. Personal Information We Collect

The type of information we collect depends on the nature of your relationship with us. This may include:

2.1 Identity and Contact Information

- Full name, date of birth, and government-issued identification (e.g. driver’s licence, passport)
- Residential and mailing address, email address, and telephone numbers

- Emergency contact details

2.2 Financial Information

- Bank account and payment details for rent collection, disbursements, deposits, or trust account transactions
- Income, employment details, and proof of income (for rental applications and buyer qualification)
- Credit history and results of tenancy or credit reference checks
- Loan pre-approval or finance details relevant to a property transaction

2.3 Property-Related Information

- Property ownership records, title details, and rates notices
- Rental history, tenancy agreements, and bond details
- Property condition reports, inspection reports, and photographs or video (including of interiors)
- Maintenance and repair records, including correspondence with tradespeople
- Sales history, contract of sale details, and settlement information

2.4 Verification and Background Information

- Rental ledger and previous property manager/landlord references
- Employment and personal references
- Results of tenancy default database checks (e.g. National Tenancy Database or equivalent)

2.5 Website and Digital Interaction Data

- IP address, browser type, device information, and pages visited
- Cookies and similar tracking technologies (see Section 9)
- Enquiries submitted through online forms, property portals (e.g. realestate.com.au, Domain), or email
- Communications history, including phone call notes, emails, and SMS correspondence

2.6 Sensitive Information

We generally do not seek to collect sensitive information (such as health information) unless it is volunteered by you and relevant — for example, information relating to a reasonable accommodation request or an incident affecting a tenancy. We will only collect, use, or disclose sensitive information with your consent, or where otherwise permitted by law.

3. How We Collect Personal Information

We collect personal information directly from you where practicable, including through:

- Property appraisal, listing, and sales authority forms
- Rental applications and tenancy agreements
- Our website, email, telephone, and in-person meetings or inspections
- Real estate portals and listing platforms
- Signed authorities, contracts, and disclosure forms

We may also collect personal information from third parties, including:

- Referees, previous agents, and previous landlords or property managers
- Tenancy default databases and credit reporting bodies
- Co-agents, solicitors, conveyancers, and settlement agents

- Publicly available sources, such as land title registries and government rate records
- Financial institutions or mortgage brokers, where you have authorised this

4. Why We Collect and Use Personal Information

We collect, hold, use, and disclose personal information for purposes including:

4.1 Sales and Buyer Agent Services

- Marketing and listing properties for sale, including preparing advertising and signage
- Facilitating property inspections and open homes
- Assessing and progressing offers, negotiations, and contracts of sale
- Providing buyer agent services, including sourcing properties matching buyer criteria and conducting due diligence
- Liaising with solicitors, conveyancers, financiers, and other agents to facilitate settlement

4.2 Property Management Services

- Assessing rental applications and conducting reference and background checks
- Preparing and administering tenancy agreements, condition reports, and bond lodgements
- Collecting rent, managing trust account transactions, and providing owner financial statements
- Arranging and coordinating repairs and maintenance with tradespeople and contractors
- Conducting routine inspections and managing tenancy disputes or breaches
- Listing tenancy defaults with tenancy database providers where permitted by law

4.3 General Business Purposes

- Verifying your identity
- Responding to enquiries and providing customer service
- Complying with legal, regulatory, and industry licensing obligations
- Direct marketing, such as property alerts, market appraisals, and newsletters (where you have consented or as otherwise permitted by law)
- Internal record-keeping, business administration, and improving our services
- Investigating and resolving complaints, disputes, or insurance claims

5. Disclosure of Personal Information

We may disclose your personal information to third parties where necessary to perform our services or as required by law, including to:

- Prospective buyers, tenants, landlords, or sellers, as relevant to a transaction or tenancy
- Co-agents, referral partners, and real estate listing portals
- Tradespeople and contractors engaged to carry out maintenance or repairs
- Tenancy default and credit reporting databases
- Solicitors, conveyancers, financial institutions, and settlement agents
- Body corporate or owners' corporation managers, where applicable
- Government and regulatory bodies, including real estate licensing authorities, tribunals, and courts
- Our professional advisers, insurers, and IT service providers

- A purchaser or successor of our business, in the event of a sale, merger, or restructure

We do not sell personal information to third parties. We only disclose personal information for purposes connected to our services, with your consent, or as required or authorised by law.

6. Overseas Disclosure

Where we use cloud-based software, hosting, or service providers located outside your home jurisdiction (for example, for property management or customer relationship management systems), your personal information may be stored or processed overseas. Where this occurs, we take reasonable steps to ensure such providers protect your information consistently with this Policy and applicable privacy laws.

7. Data Security

We take reasonable technical and organisational steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These steps include:

- Secure, access-controlled electronic databases and trust accounting systems
- Restricting access to personal information to staff who need it to perform their duties
- Secure storage and controlled disposal or destruction of physical documents
- Use of reputable, secure third-party software and hosting providers

While we take reasonable steps to protect your information, no method of storage or transmission over the internet is completely secure, and we cannot guarantee absolute security.

8. Retention of Personal Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including to satisfy legal, accounting, tenancy record-keeping, trust account, or reporting requirements. Real estate agencies are typically subject to statutory minimum record-keeping periods (for example, in relation to trust account records, sales contracts, and tenancy agreements) under applicable state or territory real estate legislation. Once no longer required, personal information is securely destroyed, deleted, or de-identified.

9. Cookies and Website Analytics

Our website may use cookies and similar technologies to improve functionality, remember preferences, and understand visitor behaviour through tools such as web analytics. You can adjust your browser settings to refuse cookies; however, this may affect the functionality of our website, including property search or enquiry forms.

10. Direct Marketing

We may send you information about properties for sale or rent, market appraisals, and other real estate-related updates, where you have consented or where you would reasonably expect to receive such communications given your relationship with us. You may opt out of direct marketing at any time by:

- Using the “unsubscribe” link in any email communication
- Contacting us directly using the details in Section 13

11. Access, Correction, and Complaints

You have the right to request access to the personal information we hold about you and to request that it be corrected if it is inaccurate, out of date, incomplete, or misleading. To make a request, please contact us using the details in Section 13. We will respond within a reasonable timeframe and may need to verify your identity before providing access.

If you believe we have breached this Policy or applicable privacy law, you may lodge a complaint with us in writing. We will investigate and respond to your complaint within a reasonable period. If you are not satisfied with our response, you may refer your complaint to the relevant privacy regulator or ombudsman in your jurisdiction.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal obligations. The updated Policy will be posted on our website with a revised “Last Updated” date. We encourage you to review this Policy periodically.

13. Contact Us

If you have any questions, requests, or complaints regarding this Privacy Policy or how we handle your personal information, please contact us:

Agency	Broda Real Estate
Address	2/438 Mt Dandenong Rd, Kilsyth
Phone	0493 323 272
Email	info@broda.com.au
Privacy Officer	Daniel Uslar

This document is a general template and should be reviewed by a qualified legal professional to ensure compliance with the privacy, real estate, and tenancy laws applicable in your specific jurisdiction before use.