

# Annexure A

## Outline

Duke Realty is committed to providing quality services to you, and this policy outlines our ongoing obligations to you regarding how we manage your personal information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your personal information. A copy of the APPs may be obtained from the website of the office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au).

Your personal information will not be sold or disclosure other than set out in this privacy policy.

## Personal information

Personal information is information or an opinion that identifies an individual. Examples of personal information we may collect include:

- Names
- Addresses
- Email addresses
- Phone numbers
- Facsimile numbers

We obtain this personal information in many ways, through:

- Correspondence by telephone, facsimile, and email
- Conversations had with our staff
- Our website [www.dukerealty.com.au](http://www.dukerealty.com.au)
- The use of cookies on the abovementioned website
- Media and publications
- Publicly available sources
- Your representatives including but not limited to lawyers, accountants, and trust fund representatives
- Third parties including but not limited to government agencies, credit reporting agencies and banking institutes

We do not guarantee the privacy policies of authorised third parties.

### **Why do we collect your personal information**

We collect your personal information for the primary purpose of providing our services to you. We may also use your personal information for secondary purposes closely related to the primary purpose in circumstances where you reasonably expect such use.

When we collect personal information, we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent, or where required or authorised by law

### **Security of personal information**

Your personal information will be stored in a manner that reasonably protects it from misuse, loss, unauthorized access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information.

### **Access to your personal information**

You may access the personal information we hold about you and update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing.

Duke Realty will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information.

To protect your personal information, we may require identification from you before releasing the requested information.

### **Maintaining the Quality of your personal information**

It is important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up-to-date. If you find that the information we have is not up to date or inaccurate, please advise us as soon as practicable to update our records and ensure we can continue to provide quality services to you.

### **Disclosure of personal information**

Your personal information may be disclosed in several circumstances, including the following:

- To a third party where consent has been given
- To any party the individual would reasonably expect their information to be disclosed
- A permitted general situation exists
- Where required or authorised by law

### **Policy Updates**

This policy may change from time to time and is available on our website.

### **Privacy Policy Complaints and Enquiries**

If you suspect any breach of an APP or have any queries or complaints about our privacy policy, please contact us immediately at:

**Duke Realty**

**204 Riding Road, Balmoral, QLD 4171**

**info@dukerealty.com.au**

**07 3155 0098**