

# Privacy Collection Statement

## PRIVACY COLLECTION STATEMENT (AI CHATBOT)

Protecting your privacy and personal information is important to us. Land Services SA operates the public land titles registry in South Australia and provides certain valuation, data and ICT services to the South Australian Government and other customers throughout Australia and New Zealand. Including by providing a number of data products and services relating to property, land, home and contents information. The delivery of these services include through the use of Airgentic's AI Chatbot platform (**Chatbot**) to assist in resolving your enquiries when you visit our website.

The Chatbot does not require your personal information to answer your enquiries. You acknowledge that disclosing personal information and/or sensitive information to Airgentic (through the Chatbot), is entirely at your own risk. If you provide us with personal information about another person through the Chatbot, you are representing to us that the other individual has received this privacy collection statement and agrees to our collection and handling of their information as outlined in this statement. You acknowledge that we collect and handle their personal information on that understanding.

You acknowledge that any information you provide when interacting with the Chatbot (including any Personal Information) (collectively the **Data**), may be collected, used, disclosed and stored by LSSA and Airgentic in the following ways, (to which you consent):

- To analyse the Data alone and in combination with other data, to derive insights and analysis in order to develop, offer, provide and improve our services and potential data products we deliver to Customers, residential and commercial industry stakeholders including the South Australian Government where required;
- Where associated, to discharge our obligations to the South Australian Government as part of our land titling or valuation functions, by providing you and other customers with LSSA's services, land information, data products, to obtain your feedback and for our internal administrative operations;
- For Airgentic's data analytic purposes, including to improve the use of the Chatbot tool and for other development, diagnostic and corrective purposes, including for other Airgentic offerings;
- To share the conversational data and the analysis of it with LSSA; and
- Where LSSA is potentially required by law or as part of its obligations to the South Australian Government, disclose your personal information to for example, local councils, law enforcement agencies, emergency service agencies and other government departments or agencies. Generally, LSSA will not disclose any personal information outside of Australia.

You acknowledge that to the extent possible, LSSA has restricted and prohibited Airgentic's use and disclosure of any personal information that you have provided through your use of the Chatbot, however the information you provide will be used, collected, disclosed and held in accordance with the Privacy Policy, this Privacy Collection Statement and at all times in compliance with Privacy Laws.

In collecting your personal information, LSSA complies with the Australian Privacy Principles (**APPs**) under the *Privacy Act 1988* (Cth) and the Information Privacy Principles (**IPPs**) under the *Privacy Act 2020* (NZ). You can obtain information about the APPs and your privacy rights in Australia at the website of the Office of the Australian Information Commissioner, and the IPPs and your privacy rights in New Zealand at the website of the New Zealand Office of the Privacy Commissioner.

Our Privacy Policy at [www.landservices.com.au/privacy](http://www.landservices.com.au/privacy) includes additional information about the way we handle personal information, including how to seek access or correction of your personal information, and how to complain if you believe we have breached our privacy obligations and how we will handle your complaint.

For further information you may also contact our Privacy Officer:

- By mail: Attention - The Privacy Officer, Land Services SA, 101 Grenfell Street, Adelaide SA 5000, Australia
- By phone: +61 8 8423 5000
- By email: [privacy@landservices.com.au](mailto:privacy@landservices.com.au)

All references to Land Services SA (or to LSSA, we, us or our) in this statement, means Land Services SA Operating Pty Limited ACN 618 229 815 as trustee for the Land Services SA Operating Trust ABN 86 836 650 939 including our subsidiaries and affiliated entities (including Relational Data Systems Pty Ltd).