

Privacy Collection Statement (Forms Platform)

PRIVACY COLLECTION STATEMENT (REAL ESTATE FORMS PLATFORMS)

About Land Services SA and the Platforms

Protecting your privacy and personal information is important to us. Land Services SA (**LSSA**) operates the public land titles registry in South Australia and provides valuation, data and ICT services to the South Australian Government and other customers throughout Australia and New Zealand. LSSA also provides property, land and home contents information products and services to industry, the broader community and other organisations and agencies.

LSSA delivers real estate forms platforms through My Agency Edge for Real Estate Institutes (REIs). These Platforms include:

- REISA Master Forms Platform delivered on behalf of the Real Estate Institute of South Australia (**REISA**);
- REIQ Realworks delivered on behalf of The Real Estate Institute of Queensland (**REIQ**); and
- REIT Realforms delivered on behalf of the Real Estate Institute of Tasmania (**REIT**).

LSSA also provides products and services to other REIs and third parties.

In this statement, **Data** means information uploaded to, collected through, generated by or otherwise handled in connection with the Platforms. Data may include personal information and, depending on the Form or related service, sensitive information.

How we collect Personal Information

LSSA collects personal information when you:

- use a Platform;
- create, complete, review or finalise a Form;
- upload a document, photograph or other attachment;
- provide information through an approved third-party integration;
- communicate with LSSA about a Platform or Form; or
- otherwise provide information in connection with a Platform.

LSSA may also collect personal information from:

- an REI;
- a real estate agent, property practitioner or agency;
- a landlord, lessor, tenant or prospective tenant;
- an authorised representative;
- an approved integration provider;
- another person completing a Form on your behalf; or
- another person involved in the transaction or matter to which the Form relates.

Personal Information we collect

The personal information LSSA collects depends on the Platform, Form and related service used. It may include:

- names and contact details, including postal and residential addresses, telephone numbers and email addresses;
- age and date of birth;
- banking, payment and financial information;
- property information, including property addresses, volume and folio details, mortgage information, occupancy information and home contents information;
- landlord, lessor, principal, tenant and tenancy information;
- rent information, including rent amounts and payment frequency;
- real estate agent, property practitioner and agency information;
- inspection information, including inspection dates and times, property-condition assessments and information about rooms, fixtures, fittings, appliances, meters, safety equipment, security devices and external property features;
- maintenance information and instructions;
- comments, observations and other free-text information;
- supporting documents, previous reports and completed Forms;
- photographs and other media;
- identifiers and metadata associated with Forms, inspections, documents, attachments and media; and
- information about the circumstances of an individual where required by the relevant Form or service.

Property and inspection information may be personal information where it is associated with an identified or reasonably identifiable person or household.

Forms, comments, instructions, supporting documents, photographs and other media may contain sensitive information, including health information. Sensitive information should only be provided where required for the relevant Form or service. LSSA will collect and handle sensitive information where permitted by applicable privacy laws.

Information about other people

If you provide LSSA with personal information about another person, you warrant and represent that:

- you are authorised to provide that information;
- the person has received or has been made aware of this Privacy Collection Statement where required; and
- you have obtained any consent or other authority required for LSSA, the relevant REI and any approved third party to collect, hold, use and disclose the information as described in this statement.

LSSA collects and handles the other person's information on that basis.

Why we collect, hold, use and disclose Personal Information

LSSA collects, holds, uses and discloses Data to:

- provide, operate, administer, support, maintain and improve the Platforms;
- enable users to create, complete, review, generate and finalise Forms and related reports;
- facilitate transactions, applications, enquiries, requests and other matters contemplated by the relevant Form;
- provide technical, customer and operational support;
- verify user identity, permissions and access;
- connect approved third-party applications and services with the Platforms;
- maintain security, system integrity, audit records and regulatory compliance;
- investigate and respond to suspected security incidents, privacy incidents, complaints and disputes;
- comply with legal, contractual and governmental obligations; and
- undertake other activities described in this statement or LSSA's Privacy Policy.

If the requested personal information is not provided, LSSA, the relevant REI or the agent or property practitioner you are dealing with may be unable to provide the relevant service or complete the applicable Form or report.

Third-party integrations

LSSA may permit approved third-party applications to integrate with the Platforms to assist users to create, complete, update, review, generate or finalise Forms and related reports.

If you or your authorised representative use an integration, personal information associated with the relevant Form or report may be:

- disclosed to or accessed by the integration provider;
- collected, entered or updated through the provider's application;
- returned to LSSA through the Platform;
- displayed or synchronised between the Platform and the provider's application; or
- used to generate or complete the relevant Form or report.

This information may include identity and contact details, property and tenancy information, financial information, inspection and maintenance information, comments, instructions, supporting documents, photographs and other media.

An integration provider may collect personal information directly through its application and may be separately responsible for how it handles that information. You should review the provider's privacy policy and terms of use before using the integration.

Information about current integrations, including links to the relevant providers' privacy policies and terms of use, is available on the on the [My Agency Edge integrations page](#).

Disclosure to other third parties

LSSA may disclose personal information where reasonably necessary to provide, support, maintain or enhance the Platforms and related products and services.

Recipients may include:

- the REI connected with the Platform;
- real estate agents, property practitioners and agencies involved in the relevant transaction or matter;
- approved integration providers;
- technology, hosting, storage, security and support providers;
- professional advisers, insurers and auditors;
- government departments, regulators, law enforcement agencies and emergency services; and
- other parties where disclosure is authorised or required by law.

Approved integration providers may use their applications to enable users to access, collect, update, submit, review or generate information associated with a Form or related report.

The relevant REI may also collect and process Data. You should review the REI's privacy policy and privacy collection statement.

Data products, insights and analysis

Where the use has been approved by the REI connected with the Platform through which the relevant Data was collected, LSSA may analyse that Data, including in combination with other information, to derive insights and analysis and to develop, offer and provide products and services to REIs, real estate agents and other customers interested in residential and commercial property markets.

The nature of these products and services will change over time depending on customer needs and preferences but may include reports available online that summarise property trends (such as trends in rental turnover by suburb, or trends in property sales turnover by suburb) or wholesale data containing property-level attributes. While the Data is used to create these products, since the products and services themselves are about property and land related trends and matters, products and services developed from Data will generally not display names, contact details, age, date of birth, banking or payment details unless LSSA is authorised to include that information. However, some property-level

information may remain capable of being associated with an individual using other available information, including information available from land and property registers.

You can visit LSSA's website at www.landservices.com.au to learn more about some of the data products and services LSSA offers.

Storage and overseas disclosure

Personal information held by LSSA through the Platforms is stored in Australia.

Where an approved third-party integration is used, the integration provider may separately process or temporarily store personal information in connection with that integration. The location and conditions of that handling will be governed by the applicable integration arrangements.

The Platforms may be accessed through the internet from outside Australia. If LSSA proposes to disclose personal information to a recipient overseas, LSSA will take appropriate steps to protect that information in accordance with applicable privacy laws.

Information about approved integration providers, including links to their privacy policies and terms of use, is available on the My Agency Edge integrations page.

Security and retention

LSSA takes reasonable steps to protect personal information from misuse, interference and loss and from unauthorised access, modification or disclosure.

LSSA retains personal information for as long as reasonably required to provide and operate the Platforms, maintain Forms and related records, comply with legal and contractual obligations, and manage complaints, investigations and disputes.

Retention periods may vary depending on whether the information forms part of a draft, completed or executed Form, an inspection record, supporting document, image, audit record or another Platform record. When personal information is no longer required, LSSA will destroy or de-identify it where required by applicable privacy laws..

Access and correction

You may request access to personal information LSSA holds about you or ask LSSA to correct information that is inaccurate, out of date, incomplete, irrelevant or misleading.

Information about how to make an access or correction request is contained in LSSA's Privacy Policy.

Privacy complaints

If you have a question or concern about how LSSA has handled your personal information or believe LSSA has not complied with its privacy obligations, you may contact LSSA's Privacy Officer.

LSSA's Privacy Policy explains how privacy complaints are handled and the options available if you are dissatisfied with LSSA's response.

Contact Us

Privacy Officer
Land Services SA
101 Grenfell Street
Adelaide SA 5000
Australia

Phone: +61 8 8423 5000
Email: privacy@landservices.com.au

Further information

LSSA's Privacy Policy contains further information about how LSSA handles personal information, how you may request access to or correction of your personal information, how to make a privacy complaint and how LSSA responds to privacy complaints. The Privacy Policy is available at [Land Services SA Privacy](#).

In this statement, **Land Services SA, LSSA, we, us** and **our** mean 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 its subsidiaries and affiliated entities, including Relational Data Systems Pty Ltd.

