

Privacy Collection Statement (Forms Platform)

PRIVACY COLLECTION STATEMENT (REAL ESTATE FORMS 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 certain valuation, data and ICT services to the South Australian Government and other customers throughout Australia and New Zealand. LSSA also provides a number of data products and services involving property, land and home contents information to industry, the broader community and to other organisations and agencies throughout Australia and New Zealand. This includes delivering Real Estate Forms Platforms (the **Platforms**) located through account.myagencyedge.com.au for Real Estate Institutes (**REIs**). Our current Platforms are:

- 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 other products and services to select REIs and other third parties. Some of these other products and services may use information (including personal or sensitive information) uploaded to the Platforms (**Data**). This means that LSSA uses the Data to manage and provide the Platforms and may also use the Data for its other products and services and other purposes described in this statement.

By using the Platforms, including to complete an REI Form for yourself or on behalf of someone else, you are providing LSSA, and in some cases third-parties, with the Data in that form, which may include personal information (including in some cases, health information and other sensitive information).

The personal information we collect will depend on the specific REI Form submitted through the Platforms, but will generally include your name, contact details, age, date of birth, banking or payment details, property details including volume and folio number and, as applicable, mortgage, landlord, tenant, home occupancy and contents details. In some circumstances, it may also include your photo and information about your specific circumstances which may include sensitive information (for example, health information).

If you do not provide us with the personal information requested through the Platforms, you or the applicable real estate agent or property practitioner you are dealing with may be unable to use the Platforms to complete and finalise the REI Form for your application, enquiry, request or other matter contemplated by the Form (including entering into various agreements and contracts).

If by using the Platform you provide us with Data about another person, in doing so you warrant and represent to LSSA, that the other individual has received this Privacy Collection Statement and agrees to our collection and handling of their Data, including relevant personal or sensitive information as outlined in this statement, including having that Data provided to third-parties. You acknowledge that we collect and handle their personal information, including Data, on that understanding.

LSSA will also collect, hold, use and disclose this personal information to analyse the Data and in combination with other data, to derive insights and analysis, where those uses have been approved by the REI linked to the Platform that your Data was collected through. The Data, and the other derived data, insights and analysis will be used to develop, offer and provide products and services to REIs, real estate agents and other third parties and customers interested in the residential and commercial property market.

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, they will not display names, contact details, age, date of birth, banking or payment details. However, you should be aware that some Data may remain potentially identifiable through alternative sources such as Real Estate Property Register Books. You can visit LSSA's website at www.landservices.com.au to learn more about some of the data products and services LSSA offers.

LSSA may disclose personal information to third-party providers where necessary to deliver products and services (where disclosure may be necessary to provide such products and services) such as to help us to support, maintain and enhance the Platforms. There may also be situations where LSSA is required by law, or as part of its obligations to the South Australian Government, to disclose your personal information. This may include, for example to local councils, law enforcement agencies, emergency service agencies and other government departments and agencies.

Your information is stored in Australia. If we disclose information overseas, we will ensure appropriate protections are in place in accordance with applicable privacy laws applying to LSSA from time to time. However, the Platforms are accessible worldwide on the internet.

LSSA has a Privacy Policy which is available on its website at www.landservices.com.au/privacy (**LSSA Privacy Policy**). The LSSA Privacy Policy contains information about how you can access personal information held by LSSA, request correction of such information and complain about LSSA's handling of personal information subject to the Australian Privacy Principles under the *Privacy Act 1988* (Cth), including how LSSA will handle such complaints. In addition to LSSA processing of the Data, the linked REI may also collect and process the Data, and so you should familiarise yourself with their privacy collection statement and privacy policy.

If you have any queries about this statement, or would like to discuss any of this information further, please contact LSSA via any of the below contact details:

- **By mail:** Attention: The Privacy Officer, Land Services SA, Level 9, 101 Grenfell Street, Adelaide SA 5000, Australia
- **By phone:** +61 8 8423 5000
- **By email:** 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).