

ABOUT THIS COLLECTION STATEMENT

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. 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 Collection Statement explains how 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, affiliated entities and brands (including Relational Data Systems Pty Ltd, Sum Insured, OneZeroOne and My Agency Edge) (**LSSA, we, us or our**) collects, holds, uses and discloses your personal information.

This Collection Statement should be read together with our Privacy Policy which provides more detailed information about how we handle your personal information. Our Privacy Policy is available at www.landservices.com.au/privacy.

By providing us with your personal information, you consent to the collection, use and disclosure of your personal information in accordance with this Collection Statement and our Privacy Policy.

HOW WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information from you when you deal with us (in person, by telephone, online including at www.landservices.com.au, www.sailis.lssa.com.au, www.propertyedge.app, www.yoursaproperty.com.au, www.suminsured.com.au, www.suminsured.co.nz and using our apps (**Our Websites and Apps**)), and from others including your representatives and agents. For example, we will process your personal information:

- When you, or your representatives, service providers and agents, such as your conveyancer, lawyer or real estate agent, valuer or nominated users of SAILIS, and others who submit documents to us including your personal information (this could be land property dealings or plans or to obtain or generate products using land property data). When you are setting up an account with us, acquiring one of our subscription products or when you object to a valuation of a property made by the Valuer-General.
- When you subscribe to our products or services. For example, if you subscribe to Property Edge or Alert Products, we collect your name, email address, phone number and details of your subscription.
- When you access our home contents sum insured calculator, we may collect your address and other attributes about your home such as occupancy details, types and numbers of rooms and details on your home contents.
- From providers of third party databases, including publicly available databases such as ASIC and the Australian Bureau of Statistics.
- From government departments and agencies such as the South Australian Lands Title Office, State Valuation Offices and Land Boundaries Office, as well as local councils.
- From other third parties who provide products or services to us, or from whom we receive products or services such as those operating in the real estate industry or who provide ancillary services to us to make it easier for you to deal with us (such as third party purchasing platforms like [Shopify](https://www.shopify.com)).
- Using artificial intelligence and machine learning tools within our internal business systems to improve service delivery, support decision-making and enhance operational efficiency (see further details in our Privacy Policy under "Use of Artificial Intelligence").

We may collect additional information at other times, including, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial information, or communicate with our customer support.

We collect your personal information to discharge our obligations to the South Australian Government as part of our land titling or valuation functions (including maintaining the public register of property in South Australia under the *Real Property Act 1886* (SA)), to provide you and other customers with LSSA's data products and services, to provide you with LSSA promotional material, to obtain your feedback and for our internal administrative operations. We may disclose your personal information for these purposes to third parties (such as our services providers) some of whom may be located offshore, and as otherwise permitted or required by law.

We will include your personal information on the public register as required by law and in the discharge of our obligations to the South Australian Government. The register is publicly accessible online at www.sailis.lssa.com.au.

LSSA also offers data products and services through Our Websites and Apps including, when those include South Australian Government data, those data products and services that are approved by the South Australian Government. The South Australian Government information in these data products is generally limited to information (including personal information) that is available on the public register. Those data products and services may also incorporate personal information that you or your representatives, service providers and agents provide to us on your behalf or who we collect from third parties described above. Customers will use the information in these data products and services for their own personal, business and other State-approved purposes.

You are not required by law to provide us with your personal information, however if you do not provide us with the information we require we may be unable to provide you with land titling services, or the other products and services you request.

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 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 email at privacy@landservices.com.au, by telephone on +61 8 8423 5000 or by mail to Privacy Officer, Land Services SA, 101 Grenfell St, Adelaide SA 5000.