

PURPOSE

Protecting your privacy and personal information is important to us. This privacy policy explains how Land Services SA processes, handles and manages your personal information in accordance with privacy laws in the jurisdictions in which it operates.

In this policy references to **Land Services SA** or **LSSA** 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, affiliated entities and brands (including Sum Insured, OneZeroOne, My Agency Edge, and Relational Data Systems Pty Ltd (ABN 38 114 514 037)).

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 several data products and services involving property, land and home contents information to the insurance industry, the broader community and to other organisations and agencies throughout Australia and New Zealand.

You consent to us processing your personal information in accordance with this Privacy Policy by:

- using our websites and apps (including those at www.landservices.com.au, www.sailis.lssa.com.au, www.propertyedge.app, www.one0one.com.au, www.relational.com.au, www.yoursaproperty.com.au, www.suminsured.com.au, www.suminsured.co.nz; account.myagencyedge.com.au) (**Our Websites**), and those of our customers that use our platforms and which reference this Privacy Policy (including those at account.myagencyedge.com.au) and as otherwise described below under the heading 'Platform Customers'; and/or
- providing your personal information to us.

When used in this Privacy Policy, the term “personal information” has the meaning given to it in the *Privacy Act 1988* (Cth), and, to the extent any activity of LSSA relates to the Processing of personal information in New Zealand, includes the includes “personal information” as defined in the *Privacy Act 2020* (NZ). Accordingly, personal information generally means information about an identified individual or an individual who is reasonably identifiable.

HOW WE COLLECT YOUR INFORMATION

We collect personal information about you directly from you – this can be in person, in documents you give to us, from telephone calls, emails, your access to Our Websites (including via access to and use of the Chatbot and internal AI business systems) and or other apps, or from transactions you make or through telephone, electronic or in-person dealings you have with us.

LSSA may also collect your personal information from others including your representatives and agents (such as your conveyancer, lawyer, real estate agent, insurer or proposed insurer, valuer or SAILIS Users who deal with us on your behalf), public sources, our related companies, our service providers, our customers, parties we integrate with (such as operators of an Electronic Lodgement Network), local councils and government departments and agencies (such as the South Australia Lands Titles Office, the State Valuation Office, Land Boundaries Office and Revenue SA).

We may also collect and handle personal information about you if you are a current or former staff member, or an applicant or prospective staff member, to carry out recruitment and employment related functions.

In some instances, we may also collect your personal information from others if they are intending on providing our data products and services as a gift or as part of a service to you; generally this information will also be available on the public Register Book or Valuation Roll or information that you have consented to being provided to LSSA as part of you receiving the benefit of any goods or services we offer.

If you provide us with personal information about another person, you represent, and we collect it on that basis, that you have the individual's consent for us to collect and handle their personal information in accordance with this policy.

For further details, please see our [Privacy Collection Statements](#).

TYPES OF PERSONAL INFORMATION WE COLLECT

The types of personal information that we collect depends on our dealings with you. Generally, this will include your name, your contact details (including postal address, telephone number and email address), your age or birth date, occupation details, bank account and other credit card or payment details, and property details including volume and folio number, address, mortgage details, details relating to landlords and tenants and home contents and occupancy details. In some instances, it may also include your photo.

If you apply for a position with LSSA then we will also collect your personal information. Please see our [Employment Collection Notice](#) for more information.

Generally, we do not collect sensitive information about you, unless required or authorised by law, where you are aware, and it is necessary for you to receive the benefit of a data product or service or with your consent (and in any event only where it is reasonably necessary for our functions or activities). For example, you may provide sensitive information to us if you apply for suppression of certain information from search of a public register we manage, if you have applied for LSSA to expedite examination or registration of a document or if the relevant product or service (such as a Real Estate Industry Form) requires that information to allow you to finalise that Form. Sensitive information includes personal information relating to race or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, sexual orientation or practices, criminal history, membership of professional or trade association or union, biometric and health information (including COVID vaccination status) about your affiliation with certain organisations, such as professional associations.

If you access our website or applications, we may also collect information about how you have used our site, including: IP address, device ID, MAC address, browser information, installed software, hardware type, access date/time and length of session time. If you access our Chatbot, we or our service provider (Airgentic) may collect and analyse the data, the information you provide (including personal information) and other information relating to the provision, use and performance of various aspects of the Chatbot, related systems and technologies, to improve and enhance the Chatbot, or for other development, diagnostic and corrective purposes in connection with the Chatbot services and other Airgentic offerings. At all times data or information disclosed in connection with Airgentic's business will be in aggregate or otherwise in de-identified form. If you access our apps we may also collect information about how you have used our apps, including app usage data and interaction with other apps.

PURPOSES FOR WHICH PERSONAL INFORMATION IS COLLECTED, HELD, USED AND DISCLOSED

We handle your personal information for the purposes of maintaining public registers and administering the South Australian Government lands titling and valuation systems and meeting our obligations to the South Australian Government.

We also use and disclose your personal information for the purposes of providing LSSA products and services to you and other customers (including our commercialised data products described below) and to notify you of these products and services, obtaining your feedback and for our internal administrative operations (for example, processing personal information using artificial intelligence and machine learning tools within our internal business systems to improve service delivery, support decision-making and enhance operational efficiency, maintenance of our business records, compliance with our legal and insurance obligations, our WHS policies and related statutory obligations concerning the safety and well-being of our staff, site visitors and/or customers, market analysis and research and statistical purposes).

In addition to maintaining a publicly available Register Book and Valuation Roll in South Australia, there are situations where we are required by law or as part of our obligations to the South Australian Government to disclose your personal information. For example, to local councils, law enforcement agencies, emergency service agencies and other government departments and agencies.

Generally South Australian Government departments and agencies will handle your personal information for the purposes of carrying out, performing or exercising any of its rights, functions, duties, obligations or powers, conducting any of its operations, or undertaking any other governmental activity or purpose subject to the requirements of the South Australian Government's Information Privacy Principles, a copy of which can be obtained at <https://www.archives.sa.gov.au/about-us/corporate-information/state-records-privacy-statement>.

USE OF ARTIFICIAL INTELLIGENCE

LSSA uses artificial intelligence (AI) and machine learning tools within our internal business systems to improve service delivery, support decision-making, and enhance operational efficiency. This includes AI-powered tools integrated within our Microsoft 365 environment (such as Microsoft Copilot) and other AI-enabled business applications we may use from time to time.

When we use AI tools for internal business purposes, your personal information that is already held within our systems may be processed by these AI tools. This processing may include personal information contained in documents, emails, spreadsheets, and other files stored within our Microsoft 365 environment, to the extent our staff have access to such information as part of our service relationship with you.

When processing your personal information, AI tools may generate insights, summaries, or analysis about you or your interactions with us. These AI-generated insights are treated as personal information and subject to the same protections as the underlying data.

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Important protections in place:

- AI processing occurs only on personal information we have already lawfully collected and hold within our secure systems;
- we only input or use personal information where it is reasonably necessary for the relevant function or activity;
- personal information processed by AI tools remains within LSSA's secure Australian-hosted environment;
- your personal information is not used to train AI models operated by third-party providers;
- your personal information is not shared outside of LSSA's controlled environment through AI processing;
- the same security, access control, and privacy protections that apply to all information we hold also apply to AI-processed information;
- staff can only access personal information through AI tools if they already have authorisation to view that information through our standard access controls; and
- AI-generated outputs are used to support, not replace, human decision-making and verification. Staff verify the accuracy of AI-generated information before relying on it for business purposes.

AI tools may not always produce accurate results. Like all AI systems, these tools may generate incomplete or incorrect summaries, miss important context or nuances in documents or product outputs that require human verification. We will not use your personal information in an automated process that has a significant or legal effect on you (for example, making a decision about you solely by automated means) unless you are notified, provided with an opportunity to request human review, and that use is consistent with applicable privacy law.

PUBLIC REGISTERS

Certain personal information you provide will be disclosed on the public registers that we operate as part of the South Australian Government's land titling and valuation functions. The public registers are maintained under the *Real Property Act 1886 (SA)* for and on behalf of the South Australian Registrar-General and the *Valuation of Land Act 1971 (SA)* for and on behalf of the South Australian Valuer-General. These public registers can be accessed by anyone in the world; however, some information can be suppressed in certain circumstances.

PLATFORM CUSTOMERS

LSSA provides various platforms to its customers (including real estate forms platforms, located at account.myagencyedge.com.au and www.propertyedge.app) (**Platforms**). This includes delivering Real Estate Forms Platforms (the **Platforms**) on behalf of Real Estate Institutes (**REIs**). Our current Platforms are:

- REISA Master Forms Platform delivered on behalf of the Real Estate Institute of South Australia; and
- REIT RealForms delivered on behalf of the Real Estate Institute of Tasmania.

By using those Platforms, including to complete a real estate form in those Platforms, LSSA collects the information you provide in the Platforms, including in any form you complete using that Platform (**Data**). That Data may include personal information (including in some cases, health information and other sensitive information).

The Data collected will depend on your use of the Platforms, including the specific forms you complete using the Platform, 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).

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 data products and services to real estate institutes, real estate agents and other third parties interested in the residential and commercial property market. The nature of these data 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, since the products and services themselves are about property and land related trends and matters (and whilst they may contain information available on a public register or relating to property or home contents attributes, they will not display names, contact details, age, date of birth, banking or payment details etc). 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 the data products and services LSSA offers.

LSSA will generally disclose this personal information to third parties who provide products and services to LSSA (where disclosure may be necessary to provide such products and services) and where personal information is included in the Data for the products and services described above, to LSSA's customers of those products and services.

For further details, please see our [Privacy Collection Statements](#).

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.

COMMERCIALISATION ACTIVITIES

LSSA's products and services includes data products and data licensing arrangements, which enable LSSA to share data to its customers for the customer's own business purposes (e.g. data matching, internal research purposes and the creation of derivative products) and otherwise to facilitate the maintenance of public registers discussed above. These products include regulated property searches and products delivered by LSSA for and on behalf of the South Australian Government as well as other LSSA Products such as the Platforms, Property Edge, various alerts products such as Property Watch, Development Watch and Market Watch, various home and building contents replacement calculators and the Commemorative Certificate of Ownership. Some of the Calculators we provide are publicly accessible and do not require users to register or log in. This means that anyone using the Calculators may see household information previously entered by you or others. Because property ownership information is publicly available through Land Titles Registers throughout Australia, it may be possible for someone to link the household information in the Calculator to the property owner's identity.

The information that we share with our customers is generally limited to the types of information available on the public register, or relating to property or home and property contents information and attributes. In some instances, information that we share with our customers may include personal information that your representatives have provided to us to form part of a product of service we offer (such as creating Appraisal or Suburb Sales Reports through the Platforms). If these data products:

- include South Australian Government data, the South Australian Government must approve each of these data products and licensing arrangements and the terms on which they are offered to customers; and
- include third party data (such as obtained through delivering services to Platform customers described earlier in this Privacy Policy).

Customers will use the data in these data products and licensing arrangements for their own personal or business purposes or purposes otherwise approved by LSSA or, as applicable, the South Australian Government or relevant third party (such as a Real Estate Institute).

For further details, please see our [Privacy Collection Statements](#).

DIRECT MARKETING

Where your personal information forms part of an official record that we hold on behalf of the South Australian Government, LSSA will not be used or disclosed for the purpose of direct marketing except in accordance with our obligations to the South Australian Government or in the course of exercising our rights to commercialise certain data with South Australian Government approval.

We may use other personal information that we hold for marketing and promotional purposes, and we may send you information about other services and products that may be of interest to you. Our communications to you may be sent in various forms such as by post, email or SMS. You consent to us sending you marketing communications. You can select your preferred method for receiving these communications or opt-out of receiving these communications altogether. To unsubscribe use the opt-out mechanism in one of our communications or contact LSSA's Privacy Officer via the details below.

IF YOU DO NOT PROVIDE US WITH YOUR PERSONAL INFORMATION

If you do not provide us with the personal information when requested or required by LSSA, we may be unable to provide you with the services or products that you are seeking or attending our sites.

OVERSEAS RECIPIENTS AND THIRD PARTY PROVIDERS

Personal information on the public registers, such as the lands title register and valuation roll, and also LSSA's commercial data products such as the Platforms, and our Contents Sum Insured Calculators, may generally be accessed by anyone worldwide. However, that personal information is stored on servers or in hard copy within

Australia by LSSA for itself or on behalf of the South Australian Government.

Generally, we do not otherwise disclose personal information to recipients outside of Australia and New Zealand, except to our service providers located outside of Australia and New Zealand. Our service providers include cloud technology providers (such as Microsoft) who provide AI-enabled business tools and platforms (including Microsoft Copilot) that we use for internal operations. These providers are contractually bound by data processing terms that require them to protect your personal information and prohibit them from using LSSA data for their own purposes, including training their AI models. In that instance, we take steps (such as setting contractual obligations) that are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles or the NZ Information Privacy Principles.

REQUEST CORRECTION TO YOUR PERSONAL INFORMATION

You can request a correction of your personal information if you believe that the information we hold is inaccurate, incomplete, out-of-date, irrelevant or misleading. Correction requests are to be made in writing to LSSA's Privacy Officer.

Some corrections require LSSA and you to follow certain procedures required by law, and may involve the payment of regulated fees, particularly if the information is retained in the public registers. We will notify you if we need anything further from you to process your request, or if we are unable to process your request.

REQUEST ACCESS TO YOUR PERSONAL INFORMATION

You may request access to any personal information about you that we hold. Your request should be made to LSSA's Privacy Officer in writing. We will respond within a reasonable time, which is generally within 30 days of receiving your request.

There is generally no fee for making a request, but, if we provide access, we may recover our reasonable costs for providing access from you. For information maintained on the public registers, you may need to pay fees to access that information as regulated by the South Australian Government. We will notify you of those costs and seek your confirmation to proceed.

In some limited circumstances we may be unable to provide access. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

COMPLAINTS

If you have made a complaint, we will respond to confirm the timeframe we require to investigate and the name and contact details of the investigating officer. After we have completed our enquiries, we will contact you to advise the outcome and invite a response to our conclusions about the complaint. We will endeavour to respond as quickly as possible, which generally, will be within 14 days of receiving your complaint. If you are unsatisfied with the outcome, we will advise you about further options including, if appropriate, review by Australian or New Zealand Information Commissioner. In addition, at any time, you raise your concerns directly with the Australian or New Zealand Information Commissioner.

APPLICATION

In processing 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.

In this Privacy Policy, “**processing**” means Processing collection, use, analysis (including analysis through artificial intelligence and machine learning technologies), adaption, alternation, storage, transfer, disclosure or any other handling of personal information.

CONTACT US

We strive to uphold the highest standards to safeguard your privacy. However, if you have any queries or concerns about our privacy practices, or if you believe that LSSA has breached its privacy obligations regarding your personal information, please contact LSSA's Privacy Officer.

LSSA's Privacy Officer can be contacted using the details below.

	Details
Address	The Privacy Officer Land Services SA 101 Grenfell St, Adelaide, SA 5000, Australia
Phone	+61 8 8423 5000
Email	privacy@landservices.com.au

CHANGES TO OUR PRIVACY POLICY AND POLICY REVIEW PERIOD

We may amend, modify or replace this Privacy Policy at any time at our discretion and also to take account of changes in our operations, new laws and advancements in technology. Updates will take effect from the date the amended, modified or replacement Privacy Policy is published on our website, or as otherwise notified to you. You should review our Privacy Policy each time you visit our website or provide us with personal information.