Privacy Policy

Pacific Property Darwin | Licensed real estate agent | Licence REL1111 | ABN 44 609 158 929

Last updated 20 November 2026

1. About this policy

Pacific Property Darwin ("we", "us", "our") provides real estate sales, leasing and property management services in Darwin and the Top End. This policy explains how we collect, hold, use and disclose personal information, and how you can access or correct it or make a complaint.

We are committed to handling personal information in line with the Australian Privacy Principles (APPs) in the *Privacy Act 1988* (Cth), and with other laws that apply to us, including the *Spam Act 2003* (Cth), the *Do Not Call Register Act 2006* (Cth) and the Northern Territory *Agents Licensing Act 1979* and its regulations.

"Personal information" means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

2. The information we collect

The information we collect depends on how you deal with us.

Everyone who contacts us. Name, phone number, email address, postal or property address, the details of your enquiry, and records of our communications with you (such as emails, text messages, call notes and appointment times).

Landlords and property owners. Ownership and contact details, details about the property, the current tenancy and your current property manager (where relevant), and the information needed to manage your property and pay you (such as bank account details for rent disbursements and ABN or entity details).

Tenants and rental applicants. Contact details, proof of identity, employment and income details, rental history, references and referees, details of other occupants, pets, emergency contacts, bank account details for rent payments, condition reports and photos, maintenance requests, and records of any rent arrears or breaches.

Buyers and vendors. Contact details, property and ownership details, your buying or selling preferences and timeframe, identity information where the law requires us to verify it, and information about offers and contracts.

Meta (Facebook and Instagram) lead forms. When you submit one of our lead forms through Facebook or Instagram, we receive the answers you provide, such as your name, phone number, email address, the suburb and type of your property, whether it is tenanted, how many rental properties you own and who manages them, and your selling or leasing timeframe. We also receive technical details about the submission, such as the date and time and which ad and form you used.

Our website and online services. Technical information such as your IP address, browser, device, pages visited and how you arrived at our website. This is generally collected using cookies and similar technologies (see section 9).

We do not ask for sensitive information (such as health, racial or ethnic origin, or criminal record information) unless it is reasonably necessary for a service you request, the law requires it, or you give us consent. If you give us government-related identifiers (such as a driver licence number) to verify your identity, we collect them only for that purpose and do not use them to identify you in our own records.

3. How we collect it

We collect personal information:

- directly from you, in person, by phone, email, text message, our website forms, enquiry forms and application forms;
- through Meta lead forms on Facebook and Instagram, and other advertising and enquiry channels;

- through property portals and enquiry services (for example, when you enquire about a listing);
- from third parties where you have agreed or it is reasonable, such as referees, employers, other agents or property managers, your solicitor or conveyancer, and tradespeople; and
- from public sources, such as property listings and government registers.

If you give us personal information about another person (for example, a co-owner, co-tenant or referee), please make sure they know and are happy for you to do so.

4. Why we collect, use and disclose it

We collect, use and disclose personal information to:

- respond to your enquiry, including giving you a rental or sales appraisal, a management proposal or other information you ask for;
- provide real estate services: marketing and selling property, leasing, tenant screening, preparing leases and management agreements, collecting and disbursing rent, arranging inspections, repairs and maintenance, and resolving disputes;
- verify identity and meet our legal and licensing obligations (including trust accounting, record keeping, tax and, where they apply to us, anti-money laundering and counter-terrorism financing laws);
- run our business, including accounting, insurance, quality assurance, training and managing our relationship with you;
- tell you about our services, market updates and properties, in line with section 8; and
- do anything else that is related to these purposes and that you would reasonably expect, or that you have consented to or the law permits.

If we do not collect the information we need, we may not be able to provide you with our services.

5. Meta lead forms and online advertising

When you use one of our lead forms, Meta Platforms provides the answers you submit to us. Meta's own privacy policy applies to the information Meta collects from you. You can read it at facebook.com/privacy/policy.

We use the information from our lead forms to contact you about your enquiry (for example, to call or text you about a rental appraisal or management proposal), to assess whether we can help you, and to measure how well our advertising works. We do not sell your information. We only contact you about the matter you enquired about, unless you have agreed to receive other marketing from us.

We advertise on Facebook and Instagram. We may also use tools such as the Meta Pixel and similar technologies on our website, or upload hashed contact details from our own customer lists (only where we hold consent to do so), so that we can show our ads to people who have dealt with us or visited our website. You can control the ads you see through your Facebook and Instagram ad settings, and you can opt out of this use of your information by contacting us.

6. Who we disclose personal information to

Depending on the service we provide, we may disclose personal information to:

- our staff, contractors and professional advisers (such as accountants, lawyers and insurers);
- landlords and tenants, where necessary to manage a tenancy (for example, giving a landlord details of a tenant applicant, or a tenant's contact details to a tradesperson who will attend the property);
- tradespeople and service providers who carry out inspections, repairs, maintenance, cleaning, photography and similar work;
- solicitors, conveyancers, financiers, valuers and other parties to a sale or lease;
- government bodies, regulators and tribunals, such as Licensing NT, the Agents Licensing Board, the NT Civil and Administrative Tribunal, the Australian Taxation Office and law enforcement, where required or authorised by law;

- utility and connection service providers, where you ask us to arrange connections;
- banks, payment providers and trust account auditors;
- tenancy databases, but only where the law permits, and we will tell you first;
- property portals, advertising platforms and marketing providers, and the providers of our software, customer relationship management, email, text messaging, telephone, online storage and website services; and
- other people with your consent, or where you would reasonably expect it.

We require our service providers to handle personal information only for the purpose of providing their services to us.

Overseas disclosure. Some of our service providers (including Meta, Google and cloud software and storage providers) may store or process information outside Australia, including in the United States and other countries. We take reasonable steps to make sure overseas recipients handle information in a way that is consistent with the APPs, and, where required, we will seek your consent first.

Automated tools. We may use software tools, including artificial intelligence tools, to help answer enquiries, take messages, transcribe or summarise calls and messages, and draft communications. We use them to support our staff, and decisions that significantly affect you (such as whether to accept a tenancy application or a management appointment) are made by people. If we record or transcribe a call, we will tell you at the start of the call.

7. Storage, security and retention

We hold personal information in electronic form (for example, in our property management and customer relationship management software, email and cloud storage) and, sometimes, in paper files. We take reasonable steps to protect it from misuse, interference, loss and unauthorised access, modification or disclosure, including by using passwords, access controls, secure software providers and secure storage of paper records.

We keep personal information for as long as we need it for the purposes in section 4 and to meet our legal obligations (for example, agent record-keeping, tax and anti-money laundering laws, which can require records to be kept for several years). When we no longer need information and are not required to keep it, we take reasonable steps to destroy it or de-identify it.

If there is a data breach that is likely to result in serious harm to you, we will notify you and the Office of the Australian Information Commissioner (OAIC), as required by the Notifiable Data Breaches scheme.

8. Direct marketing and how to opt out

With your consent (express or reasonably inferred from our dealings with you), we may send you information about our services, property market updates, appraisal offers and properties by email, text message, phone or post.

You can opt out at any time, free of charge:

- reply **STOP** to any text message;
- click **unsubscribe** in any marketing email;
- tell us on a call; or
- email info@pacificpropertydarwin.com.au or phone 0433 038 633.

We will act on your request within five business days (and usually sooner). If you opt out of marketing, we may still send you messages that relate to a service we are providing to you, such as inspection notices, rent notices or information about a transaction.

We do not send commercial messages to people who have not consented, and we check the Do Not Call Register before making marketing calls to numbers on it, unless an exemption applies or you have given us consent.

9. Our website, cookies and analytics

Our website may use cookies and similar technologies (including those provided by Meta and Google) to make the website work, understand how it is used and

measure and improve our advertising. You can manage or block cookies in your browser settings, although parts of the website may not work as well. Our website may contain links to other websites (for example, property portals and social media). We are not responsible for the privacy practices of those websites.

10. Anonymity

Where it is lawful and practical, you can deal with us anonymously or by pseudonym, for example, when making a general enquiry. In most cases we need your name and contact details to provide our services.

11. Access and correction

You can ask us for access to the personal information we hold about you, and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, contact us using the details below. We may need to verify your identity first. We will respond within 30 days. In some situations the law allows us to refuse access (for example, where it would unreasonably affect the privacy of others), and if we refuse, we will tell you why in writing. We do not charge for making a request, but may charge a reasonable fee to give you access.

12. Questions and complaints

If you have a question or concern about our handling of your personal information, or think we have breached the APPs, please contact us:

Privacy contact, Pacific Property Darwin
Email: info@pacificpropertydarwin.com.au
Phone: 0433 038 633
Post: GPO Box 1299 Darwin NT 0801

We will acknowledge your complaint promptly, investigate it and aim to respond within 30 days. If you are not satisfied with our response, you can complain to the

Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au | 1300 363 992 | GPO Box 5288, Sydney NSW 2001.

13. Changes to this policy

We may update this policy from time to time. The current version is always available on our website, and the "last updated" date above shows when it was last changed.