

# NRT GROUP WEBSITE PRIVACY POLICY

Last updated December 2024

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## INTRODUCTION

NRT CSW Pty Ltd (ACN 635 509 036) [and our affiliates] (“**we**” or “**us**” or “**our**”) respect the privacy of our users (“user” or “you”). This Privacy Policy explains how we collect, hold, use, disclose, and safeguard your information in accordance with our legal obligations, including under the *Privacy Act 1988* (Cth) (the “**Privacy Act**”), including when you visit our website [www.nrt.com.au](http://www.nrt.com.au). This includes any other media form related or connected thereto (collectively, the “Site”). Please read this privacy policy carefully and alongside any privacy or collection notice or statement that we provide to you.

We may update this privacy policy from time to time. We encourage you to check [www.nrt.com.au](http://www.nrt.com.au) periodically to ensure that you are aware of our current policy.

## COLLECTION OF YOUR INFORMATION

### How do we collect personal information about you?

We may collect information about you in a variety of ways, including:

- directly from you by telephone, application forms, agreements or email
- via forums, survey responses and complaints in relation to community consultation participants
- personnel records for staff, including medical certificates, timesheets and salary (including allowances) information
- from publicly available sources of information
- from third parties

### What personal information do we collect?

The information we may collect includes:

### **Personal information**

Personal information, such as your name, shipping address, email address, next of kin, bank account details, drivers licence and passport details, Visa / Right to Work information and telephone number, and demographic information, such as your age and date of birth, gender, hometown, and interests.

### **Electronic information**

Information we collect about you electronically through your use of our Site and services, such as your IP address, your browser type, your operating system, your access times, and the pages you have viewed directly before and after accessing the Site.

## **USE OF YOUR INFORMATION**

We use your personal information to enable us to deliver and improve our services. For example, to:

- Enable your access and use of our services, including the Site
- Communicate with you, such as answering your queries and sending you service, support, security, technical and other administrative related information

We may also use information collected about you to:

- Assist law enforcement and respond to subpoena.
- Compile de-identified statistical data and analysis for use internally or with third parties
- Increase the efficiency and operation of the Site
- Monitor and analyse usage and trends to improve your experience with the Site
- Perform other business activities as needed, including verifying your identity, research and developing our services, providing newsletters and media releases where permitted by law and monitoring and analysing major incidents occurring in the business.

## WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

### **By Law or to Protect Rights**

If we believe the disclosure of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information with government and regulatory authorities and other organisations, as permitted or required by any applicable law, rule, or regulation.

### **Third-Party Service Providers**

We may share your information with third parties and contractors that perform services for us or on our behalf, including data analysis and hosting services.

### **Affiliates**

We may share your information with our affiliates, in which case they will handle your personal information in accordance with this Privacy Policy. Affiliates include our parent company and any subsidiaries, joint venture partners or other companies that we control or that are under common control with us.

Our affiliates are:

- NRT CSW Finance Holdings Pty Ltd
- NRT CSW Holdings 2 Pty Ltd
- NRT CSW Holdings Pty Ltd
- NRT CSW Pty Ltd
- NRT CSW Pty Ltd
- NRT Group Holdings Pty Ltd
- NRT Holdings 2 Pty Ltd
- NRT Holdings Pty Ltd
- NRT Pty Ltd

## **Business Partners**

We may share your information with our business partners.

## **Other Third Parties**

We may share your information with:

- our existing or potential agents, partners, or other persons who may purchase or invest in all or part of our assets or business (including their advisers and representatives)
- our authorised representatives or advisers including accountants, auditors and lawyers.

## **Sale or Bankruptcy**

If we reorganise or sell all or a portion of our assets, undergo a merger, or are acquired by another entity, we may transfer your information to the successor entity. If we go out of business or enter bankruptcy, your information would be an asset transferred or acquired by a third party.

## **Overseas disclosures**

We may disclose your personal information to recipients outside of Australia for the purposes referred to in this policy.

# **TRACKING TECHNOLOGIES**

## **Cookies and Web Beacons**

We may use cookies, web beacons, tracking pixels, and other tracking technologies on the Site to help customise the Site and improve your experience. When you access the Site, your personal information is not collected through the use of tracking technology. Most browsers are set to accept cookies by default. You can remove or reject cookies, but be aware that such action could affect the availability and functionality of the Site. You may not decline web beacons. However, they can be rendered ineffective by declining all cookies or by modifying your web browser's settings to notify you each time a cookie is tendered, permitting you to accept or decline cookies on an individual basis.

## **THIRD-PARTY WEBSITES**

The Site may contain links to third-party websites that are not affiliated with us. Once you have used these links to leave the Site, any information you provide to these third parties is not covered by this Privacy Policy, and we cannot guarantee the safety and privacy of your information. Before visiting and providing any information to any third-party websites, you should inform yourself of the privacy policies and practices (if any) of the third party responsible for that website, and should take those steps necessary to, in your discretion, protect the privacy of your information. We are not responsible for the content or privacy and security practices and policies of any third parties, including other sites, services or applications that may be linked to or from the Site.

## **SECURITY OF YOUR INFORMATION**

### **Security measures**

We use all reasonable efforts to ensure that any personal information collected is held securely. We use administrative, technical, and physical security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse. Any information disclosed online is vulnerable to interception and misuse by unauthorised parties.

### **Retention and disposal of information**

We will only keep personal information we need and we will dispose of such information when we have no further need to use it or it is required by law. Unsolicited personal information coming into our possession will be handled in accordance with applicable law.

Personal information that relates to particular projects and is required to be retained beyond project completion will be archived by us in accordance with applicable law.

## OTHER RIGHTS

You can:

- **Access:** request a copy of your personal information
- **Correct:** ask us to correct or update your personal information
- **Complaint:** express your concerns or complaints to us about your privacy or the way we are handling your personal information

You can contact us using the details set out below.

When you contact us in relation to your personal information, please include your name and contact details (such as email address and phone number) and clearly describe your request or complaint. We may need to verify your identity before we can process your request.

### **Access and correct requests**

We try to respond to your access or correction requests within 30 days of your request if it will take longer than this, we will let you know.

Where we are not able to fulfil your request to access or correct your personal information for a legal or other reason, we will let you know why.

There is no fee for requesting corrections or access to your information. However, we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent collating a large volume of material).

### **Complaints**

30 days. If it will take longer than this, we will let you know.

If you're not happy with the way we handle your query or your information (including our response to your request to access or correct your personal information), you have a right to lodge a complaint with the Office of the Australian Information Commissioner (**OAIC**) – visit [oaic.gov.au](http://oaic.gov.au).

## CONTACT US

You can get in touch with us at any time about the way we handle and safeguard your information. If you want to ask questions, make a complaint about the way we collect and retain your information, register a concern, update your information, or anything else, please contact our Privacy Officer at:

Email: [privacyofficer@nrt.com.au](mailto:privacyofficer@nrt.com.au)

**Policy updated:** 18 December 2024