

Privacy Policy

Introduction

Karbon Group (ABN: 66 156 141 758) and its related bodies corporate (including but not limited to Karbon Property Pty Ltd (ACN 141 233 641), Karbon Asset Management Pty Ltd (ACN 156 149 638), Karbon Consulting and Advisory (ACN 615 608 592) and Karbon Facilities Management (ACN 614 346 922), (collectively referred to a “Karbon”, “we”, “us” or “our” herein) respect the importance of protecting your privacy. We comply with our obligations under the Privacy Act 1988 (Cth) (the “Act”) the Australian Privacy Principles (the ‘APPs’).

This Privacy Policy outlines how Karbon collects and uses personal information and an individual’s rights relating to the handling of that personal data. By providing us with your personal information, you consent to us using and disclosing it for the purposes set out in this Privacy Policy. We will update this Privacy Policy when our information handling practices change, or when required. Any revised Privacy Policy will take effect when it is published on our website.

Your Personal Information

When used in this Privacy Policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include, but is not limited to, your name address, telephone number, age or birthdate, company or educational affiliations and email address.

Sensitive Information

“Sensitive information” is a specific category of personal information. Such information could include information related to racial or ethnic origin, religion or other beliefs, memberships or a professional association, criminal record and the like. Where we collect this type of information we will obtain your consent.

How We Collect Your Personal Information

We collect your personal information directly from you or a third party where you have expressly authorised for this to happen (e.g. 1Form), unless it is unreasonable or impracticable to do so. Karbon may also collect general information about you when you use our website. This might include your IP address, the browser and operating system you are using, and related information. The information Karbon collect’s from you in this way is aggregated and anonymous, and will not be used to personally identify you.

We may also collect information from third parties including:

Our service providers

- Business affiliates
- Clients
- IT service providers
- Database contractors
- Other third parties such as employers and persons nominated by you as referees, credit agencies or government agencies

Cookies: Like many websites, the Karbon website uses cookies to enhance your experience and gather information about visitors and visits. Cookies are small data files placed on your computer that allow our websites to “remember you” when you return to our site. Cookies help you to move between web pages smoothly and generally make for a better user experience. They do not allow us or any other website to access personal information stored on your computer. If you want to prevent cookies being used, you can easily change your browser settings to disable cookies. However, some of the features of our websites may not function properly as a result.

How We Use Your Information

Karbon will collect, hold, use and disclose personal information to:

- Request us to provide our products and services or information about our products and services,
- Contact us to make an enquiry about our listed properties or our products and services, including online, over the phone or in person;
- Subscribe to communications from us such as updates, publications or newsletters;
- Tell us about your preferences when making an enquiry or using our products and services;
- Interact or engage with us through our websites or social media platforms;
- Attend property inspections or visit our offices, including via manual sign-in and security surveillance of our offices;
- Apply for a job with us or become an employee, or become a supplier or contractor that provide a product or service to Karbon;

As well as collecting information directly from you, there may be occasions when we may collect information about you from other people or organisations, including from companies in the Karbon group. We may combine this information with information we already have about you to help us understand trends, attributes, behaviour and preferences. Where we receive information about you indirectly from third parties, we require that the third party has collected and shared that information in accordance with the Privacy Act.

Third parties we collect information about you from may include:

- Agents and brokers who are contractors of Karbon that provide our products and services on our behalf;

- Credit reporting bodies and providers, law enforcement agencies and government agencies to verify your identity or assess your credit worthiness;
- Reputable data sources and publicly available sources of information;
- Your representatives (lawyers, mortgage broker, accountants and financial advisors);
- Your nominated referee or employer when you apply to rent a property or for finance;
- Third parties that provide marketing leads, marketing and data analysis services to us;
- Third parties that conduct our surveys for us;
- If you are a prospective employee, your nominated referee, law enforcement agencies for police checks or intermediaries such as recruitment agents and personnel providers

Access to Your Information

You can gain access to the personal information Karbon holds about you by written request. We will provide you with access to your personal information if you are entitled to access it and will provide you with a suitable means of accessing it within a reasonable time. There may be situations where we cannot grant you access to the personal information we hold for legal reasons. We will let you know if this is the case and why. We will require sufficient information to confirm your identity before we can provide access. We may seek payment for our costs of supplying you with this information if the costs of providing it are disproportionately high.

If you wish to change your personal information that is out of date or inaccurate - please contact us. After notice from you, Karbon will take reasonable steps to correct any of your information which is inaccurate, incomplete or out of date. We will not charge you for making the request to access change or delete information. If you wish to have your personal information deleted let us know and we will delete that information wherever lawful and practicable. You should be aware that we are lawfully required to retain certain personal information such as payroll records and this information will not be deleted.

Karbon may refuse your request to amend or delete your personal information in certain circumstances. If we do refuse your request, Karbon will provide you with a reason for our decision and, in the case of an amendment, we will note on your personal information that you have disputed its accuracy.

Security

Karbon takes reasonable steps to ensure that your personal information is protected from misuse, loss, unauthorised access, modification or disclosure. Your personal information may be stored in hardcopy or electronically, both on our own servers, and with the assistance of our service providers. Only authorised personnel are given access to personal information.

As access to the website is through the internet and the internet is inherently insecure Karbon cannot provide any guarantees regarding the security of transmission of personal information when you communicate to us online. Therefore, any information sent to Karbon online is transmitted at your own risk.

Change of Control

If there is a change of control or structure of Karbon, for instance through sale, merger, reorganisation, etc., we may transfer your personal information as part of that change. However, the use of your personal information will continue to be governed by the terms of this Privacy Policy and only used in the ways described herein.

Changes to this Policy

Karbon may change the terms of this Privacy Policy from time to time. If we do so, we will post the changes here. By continuing to use our sites and services, you will be deemed to have accepted any changes we make.

Complaints

If you have a complaint about how your personal information is being handled you should contact us via the below contact information. We take your complaints seriously and will attempt to resolve the issue quickly and fairly.

If you are not happy or Karbon is unable to resolve your complaint, you are entitled to lodge your complaint with the Privacy Commissioner: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

Contact Information

Email: info@karbonproperty.com.au

Telephone: (02) 9283 6779

Post: The Privacy Officer

Karbon Property

PO Box A439

Sydney South

NSW 1235