

Privacy Policy
Grants Enterprises Pty Ltd
t/a Parkwood Realty

Privacy Policy

Grants Enterprises Pty Ltd t/a Parkwood Realty takes its obligations under the Privacy Act seriously. Our Privacy Policy is written to ensure that we respect and keep safe all personal information you provide to us.

Collection of Information

We only collect information from you that is necessary for what we do. For example, when you apply for tenancy with Grants Enterprises Pty Ltd t/a Parkwood Realty, we ask you for your name, address and personal contact details etc so that we can ensure that we provide quality service to you and the landlord. We may use the information you provide for determining whether you are a suitable tenant for the property (in particular to check your identification, your ability to care for the property and your character and creditworthiness – this will including tenancy databases searches). Upon commencement of a tenancy agreement with Parkwood Villas, there may be a cause for your details to be passed onto others which may include (but is not limited to) insurance companies, body corporates, contractors, other real estate agents, salespeople, landlords and tenancy default databases.

Grants Enterprises Pty Ltd t/a Parkwood Realty undertakes only to collect information by lawful and fair means. This means we will never be unreasonably intrusive.

Use and Disclosure

Personal information is collected for the purpose of processing tenancy applications and there may be a cause for your details to be passed onto others which may include (but is not limited to) insurance companies, body corporates, contractors, other real estate agents, salespeople, landlords and tenancy default databases. Some of your information will be passed onto the owner of the unit – for example, your name will appear on the owner's statement.

Data Quality

Grants Enterprises Pty Ltd t/a Parkwood Realty endeavours to ensure that all data collected is accurate and well maintained.

Openness

Any tenant with Grants Enterprises Pty Ltd t/a Parkwood Realty who has furnished personal details will have the right to seek out the information we hold on them. Parkwood Realty undertakes to responds to any tenant's enquiry regarding what information we hold, how we use it and where or how it is disclosed.

Access and Correction

Any person who has provided personal information to Grants Enterprises Pty Ltd t/a Parkwood Realty may view this information and issue corrections if necessary. Grants Enterprises Pty Ltd t/a

Parkwood Realty undertakes to ensure that any amendments to information are actioned in a timely and efficient manner. In most cases, you will be asked to verify your identity prior to personal information being disclosed. This ensures information is only provided to the correct person and that the privacy of others is not undermined. All requests for information will be dealt with in a confidential manner.

What to do if you have a Privacy Complaint

Our aim is to ensure that we treat all personal information with respect and care. However, should you have a complaint that relates to how we have collected or used the information you provided on yourself, we would like the opportunity to remedy the problem.

Grants Enterprises Pty Ltd t/a Parkwood Realty has a Complaints Register for this purpose and all privacy complaints will be dealt with in a timely manner. If you have a complaint, please address it to:-

The Manager
Parkwood Villas
PO Box 4120
KIRWAN QLD 4817

In the unlikely event that the matter cannot be resolved between Grants Enterprises Pty Ltd t/a Parkwood Realty and the individual, the matter should be referred to Grants Enterprises Pty Ltd t/a Parkwood Realty's Complaints Policy.