

PRIVACY POLICY

This Privacy Policy is effective as of 1st June 2020. This Privacy Policy forms a part of and is to be read in conjunction with the OurProperty *Terms of Service* and OurProperty *Payments End User Agreement*.

OurProperty provides this Privacy Policy to inform Users of our policies and procedures regarding the collection, use and disclosure of personally identifiable information received or collected from Users of the Platform.

This Privacy Policy may be updated from time to time for any reason; each version will apply to information collected while it was in place. We will notify you of any material changes to our Privacy Policy by posting the new Privacy Policy on our Website. You are advised to consult this Privacy Policy regularly for any changes. By using or accessing the Platform you are accepting the practices described in this Privacy Policy.

By using our Platform you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing" means using cookies on a computer or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information. All collection and storage of your information will take place in Australia and all information will be stored electronically by a third party storage facility under Australian privacy standards.

If you reside outside Australia, your personally identifiable information will be transferred to Australia, and processed and stored there under Australian privacy standards. By visiting our Platform and providing information to us, you consent to such transfer to, and processing in, Australia.

If you have any questions or comments about this Privacy Policy or our use of your personally identifiable information, please contact us at support@ourproperty.com.au.

Information Collection and Use

Information Collected Upon Visiting

When you visit the Platform, our servers automatically record information that your browser sends.

For most users accessing the Internet from an Internet service provider, the IP address will be different every time you log on. We use Log Data to monitor the Platform's technical administration

Information Collected Upon Registration

If you desire to have access to certain restricted sections of the Platform, you will be required to become a registered user, and to submit certain personally identifiable information to OurProperty.

This happens in a number of instances, including but not limited to when you sign up for the OurProperty service, if you submit a Job, and/or if you create a Services Profile to offer services through OurProperty.

Personally identifiable information that we may collect in such instances may include your name, password, email address, street address, time zone, telephone number, mobile phone number, photographs you upload, and other information that you decide to provide us with, or that you decide to include in your public profile.

Business Information

If you create a Services Profile, you have the opportunity to provide additional information (“Business Information”) such as your business name, logo or avatar, credentials and qualifications, year of business establishment, as well as links to your personal web site, if you have one. You may also upload a photograph portfolio of your previous work.

We may supplement or modify the Business Information to conform to our editorial policies or to add information from your website, materials that you supply to us, or publicly available sources.

When you respond to a Customer’s Job, all of the Business Information is displayed to the Customer. Providing additional information beyond what is required at registration is entirely optional, but may enable you market your services more effectively and potentially win more jobs on the Platform.

If you provide an optional mobile phone number, you may receive notifications on your mobile phone in a number of cases, such as when OurProperty updates you on a new Job offer or service request, or a status change of an existing Job or service request. You may sign up for notifications and modify your notification preferences to better control when OurProperty sends you email or SMS notifications.

If you contact us by email through the Platform, we may keep a record of your contact information and correspondence, and use such information to respond to your inquiry.

Survey

We may also collect information if you participate in surveys conducted by or on behalf of us or our partner companies, including but not limited to questionnaires, telephone interview and/or discussion groups, and otherwise providing general information about the OurProperty service.

Anonymous Data.

We may create Anonymous Data records from information collected from you (such as information contained in a Job) by excluding information (such as your name) that make the data personally identifiable to you.

“Anonymous Data” means data that is not associated with or linked to your personal information. Anonymous Data does not permit the identification of individual persons. We reserve the right to use and disclose Anonymous Data to third parties in our discretion.

Use of Contact Information

In general, we may use information that we collect about you to:

- Deliver the products and services you have requested;
- Manage your account and provide you with customer support;
- Perform research and analysis about your use of, or interest in, our products, services, or content, or products, services or content offered by others;
- Communicate with you by email, postal mail, telephone and/or mobile devices or send newsletters about products or services that may be of interest to you;
- Communicate with you with in regards to partially completed service requests or job offers;

- Develop and display content and advertising tailored to your interests on our site and other sites;
- Create anonymous data records from such information;
- Enforce our terms and conditions;
- Manage our business; and
- Perform functions as otherwise described to you at the time of collection.

In addition, we may use your contact information to market to you, and provide you with information about, our products and services, including but not limited to our service.

If you decide at any time that you no longer wish to receive such information or communications from us, please follow the unsubscribe instructions provided in any of the communications.

Cookies

Like many websites, we also use “cookie” technology to collect additional website usage data and to improve the Platform and our services. A cookie is a small data file that we transfer to your computer’s hard disk. We do not use cookies to collect personally identifiable information.

When you visit OurProperty, we send one or more cookies – small files containing a string of characters – to your computer or other device that uniquely identifies your browser.

OurProperty may use cookies to better understand how you interact with the Website, Platform and our Service, to monitor aggregate usage by our users and web traffic routing on the Website or Platform, and to improve the Website, Platform and our services. Most Internet browsers automatically accept cookies.

You can instruct your browser, by editing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit.

Information Sharing and Disclosure

We do not share your personal information with others except as indicated below,

Under no circumstances, other than in the event of a Business Transfer will OurProperty sell, rent or lease its Customer lists (or the Customer list of any individual Tradies) to a third party.

Circumstances Under Which We May Share Your Personal information

To Provide Information to Tradies

We may share your personal information with Tradies registered with OurProperty that perform certain services on behalf of Consumers. Sharing this information with Tradies allows them to provide an accurate Quote on the service you’re requesting.

The information we share is generally the information contained in the Job form, including the username (and first name of the Consumer when we have it), the type of service needed, when and where the service should be performed, a description of the service needed, and any photographs pertaining to the Job.

When you accept a price quote from a Tradie, additional information will be shared, including personally identifiable information such as your real name, phone number, email address, and the street address of the job location.

To Provide Information to Consumers

If you are a registered Tradie, we may share your personal information with Consumers requesting services through OurProperty. Sharing this information with Consumers helps them to assess Tradie quality and select the Tradie to perform the service they need done.

The information we share is generally the information in your Services Profile, with the exception of your address, contact phone number, mobile phone number, and email address.

In addition, we share the Quote you submitted on the Job and any additional information you choose to provide to the Consumer such as appointment start times, private notes, and questions about the Job.

If you Quote on a job and your Quote is selected by the Consumer, OurProperty will only then share your address, contact number, and email address with the Consumer to facilitate job scheduling.

To Facilitate OurProperty's Use of Third-Party Services

We engage certain trusted third parties to perform functions and provide services to us, including, without limitation, hosting and maintenance, customer relationship, database storage and management, and PCI compliant User credit card information storage.

We will share your personally identifiable information with these third parties, but only to the extent necessary to perform these functions and provide such services, and only pursuant to binding contractual obligations requiring such third parties to maintain the privacy and security of your data in accordance with Australian laws.

To Comply with Laws and Law Enforcement

OurProperty cooperates with government and law enforcement officials or private parties to enforce and comply with the law.

We may disclose any information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and/or legal process (including subpoenas).

We may also disclose any information about you to government or law enforcement officials or private parties to protect the property and rights of OurProperty or a third party, the safety of the public or any person, to prevent or stop any illegal, unethical, or legally actionable activity, or to comply with the law.

In Connection with Business Transfers

OurProperty may sell, transfer or otherwise share some or all of its assets, including your personally identifiable information, in connection with a merger, acquisition, reorganisation or sale of assets or in the event of bankruptcy.

You will have the opportunity to opt out of any such transfer if the new entity's planned processing of your information differs materially from that set forth here.

To Provide Information to OurProperty Affiliates

We may share your personal information with a company controlled by, or under common control with, OurProperty for any purpose permitted by this Privacy Policy.

Overseas

Your Personal Information may be disclosed to data processors or consultants or product developers located overseas.

Changing or Deleting Information

If you are a registered user of the Platform, you may access and update or correct the information you provided to us by updating your settings in My Account and/or your Services Profile in Manage Profiles. If you wish to delete your account, you must email support@ourproperty.com.au with your request, which will be acted upon within 21 days.

OurProperty will continue to store your personal information for up to one (1) year after the information has been collected. If you delete your account or username, OurProperty will:

- (a) Return your information to the Agent which you engaged at the time you delete your account or username; and
- (b) Hold your personal information for up to one (1) year after the information has been collected.

Security

OurProperty is very concerned about safeguarding the confidentiality of your personally identifiable information. We employ administrative, physical and electronic measures designed to protect your information from unauthorised access.

However, we cannot guarantee that hackers or unauthorised personnel will not gain access to your personal information despite our best efforts. You should note that in using the Website or other Platform, your information will travel through third party infrastructures which are not under our control.

OurProperty excludes any liability and you agree OurProperty is not liable for the actions of its Partner Companies or for any personal information which is lost, damaged, stolen or unlawfully accessed or unlawfully used while it is held or in the possession of a third party engaged by OurProperty to store your personal information or to assist with maintaining or providing the Website, Platform or other services offered by OurProperty.

Links to Other Websites

Our Platform contains links to other websites. The fact that we link to a website is not an endorsement, authorisation or representation of our affiliation with that third party. We do not exercise control over third party websites.

These other websites may place their own cookies or other files on your computer, collect data or solicit personally identifiable information from you. Other sites follow different rules regarding the use or disclosure of the personally identifiable information you submit to them. We encourage you to read the privacy policies or statements of the other websites you visit.

Children

The Platform is not directed to persons under 18. If a parent or guardian becomes aware that his or her child has provided us with personally identifiable information without the parent or guardian's consent, he or she should contact us at support@ourproperty.com.au.

We do not knowingly collect personally identifiable information from minors under 18. If we become aware that a minor under 18 has provided us with personal identifiable information, we will use reasonable commercial efforts to promptly delete such information from our files.

If you have any additional questions or concerns about this Policy, or wish to opt-out of any specific provision, please feel free to contact us any time through this website or at Privacy Concerns, c/o OurProperty.com.au Pty Ltd, PO BOX 3325, Sunnybank South Qld 4109, Australia.