

Privacy Policy

64 Property Pty Ltd trading as SixtyFour Property

Effective Date: October 2026

SIXTYFOUR
PROPERTY

1. Introduction

64 Property Pty Ltd trading as SixtyFour Property (we, us, our) is committed to protecting your personal information and handling it in line with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy explains how we collect, use, store, disclose and protect your personal information, including information used to verify your identity, in the course of providing real estate services in Queensland.

We may update this Privacy Policy from time to time. The most current version will be available on request or displayed on our website at 64property.com.au.

2. What Personal Information We Collect

We may collect personal information necessary to provide you with real estate services, including:

- Full name and contact details, including residential or business address, email address and phone number
- Date and place of birth
- Property ownership and tenancy details
- Government-issued identification details, such as driver licence, passport, Medicare card or other identification document numbers
- Proof of identity documents
- Biometric information, such as a facial image or short video used to verify your identity
- Financial or employment information relevant to rental or sales applications
- Details of property preferences or requirements
- Information about the services we provide to you and any related transactions
- Records of communications and interactions with our office
- Any other information you choose to provide to us

We only collect personal information that is reasonably necessary to carry out our business activities.

3. How We Collect Personal Information

We may collect personal information in ways including:

- Directly from you, in person, by phone, email, forms or online
- Through rental applications, sales enquiries or inspection attendance
- From third parties with your consent, such as property managers, landlords, insurers or financial institutions
- From publicly available sources where appropriate

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4. Why We Collect Your Personal Information

64 Property Pty Ltd collects, holds, uses and discloses personal information to:

- Provide and manage real estate services, including property sales, leasing and management
- Communicate with you regarding properties, applications, inspections, transactions or your account with us
- Verify your identity and assess rental or sales applications
- Meet our legal and regulatory obligations, including anti-money laundering and counter-terrorism financing (AML/CTF) requirements
- Detect and prevent fraud, and keep our systems secure
- Market properties or inform you about related services, unless you opt out
- Improve our services

5. Identity Verification and Government Data Matching (DVS)

To verify your identity, we may use electronic identity verification services, including the Australian Government's Document Verification Service (DVS).

Where you have consented, your name, date of birth and identity document details will be securely sent to the relevant Commonwealth or State authority that issued your document. This may include passport offices, driver licence authorities, the Department of Home Affairs, Births, Deaths and Marriages, or other authorised record holders.

These authorities check whether the details you have provided match the records they hold. We do not receive a copy of your government records. The authority returns a match result only, confirming whether your details match (yes or no).

This process may be carried out through accredited identity verification providers, including APLYiD (APLYiD Pty Ltd, ABN 36 632 866 794) and its sub-providers.

More information about the DVS is available at idmatch.gov.au.

6. Biometric Information

As part of identity verification, we may collect biometric information, such as a facial image or a short video of you holding your ID.

Biometric information may be used to:

- Confirm that you are a real person and physically present
- Match your image to the photograph on your identification document
- Reduce the risk of fraud and identity theft

Biometric information is treated as sensitive information under the Privacy Act. We only use it for identity verification and related compliance purposes, and only with your consent.

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7. Consent to Collection and Identity Verification

By providing your personal information and completing the identity verification process, you consent to:

- The collection, use and disclosure of your personal information for identity verification, AML/CTF and related compliance purposes
- The collection and use of biometric information, such as a facial image or video, for identity verification
- Your information being checked against records held by Commonwealth and State authorities through the DVS
- Your information being shared with our authorised identity verification providers, including APLYiD

Your consent is voluntary. You can withdraw your consent at any time by contacting us using the details in section 15.

If you do not consent, or do not provide the information we need, we may not be able to verify your identity electronically. In that case, we may need to verify your identity in another way, or we may not be able to provide our services to you.

8. Disclosure of Personal Information

We may disclose your personal information to:

- Property owners, landlords, tenants or prospective buyers
- Tradespeople, contractors or service providers involved in property maintenance
- Identity verification providers, including APLYiD and its authorised sub-providers
- Commonwealth and State authorities and official record holders, through the DVS
- Our employees and authorised representatives, on a need-to-know basis
- Financial institutions, insurance providers or legal professionals
- Our professional advisers, such as lawyers, accountants and auditors
- Trusted technology, database and other service providers that help us operate our business
- Government or regulatory bodies, regulators, law enforcement or other third parties where required or authorised by law

We do not sell or trade personal information.

9. Overseas Disclosure

Some of our service providers may store or process personal information outside Australia.

Where this happens, we take reasonable steps to ensure that your personal information is handled in line with the Australian Privacy Principles, including through contractual protections with our providers.

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10. Data Security and Storage

64 Property Pty Ltd takes reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

These steps include secure systems, access controls, and encryption in transit and at rest where appropriate. Information may be stored electronically or in secure physical files, accessible only by authorised personnel.

We retain personal information only for as long as we need it for the purposes set out in this Policy, or as required by law. When we no longer need your information, we securely delete or de-identify it.

11. Access and Correction

You may request access to the personal information we hold about you, or ask us to correct it if you believe it is inaccurate, out of date or incomplete.

Requests can be made by contacting us using the details in section 15. We will respond in accordance with the Privacy Act 1988 (Cth) and within a reasonable time.

12. Direct Marketing

We may use your personal information to provide marketing materials related to real estate services that may interest you, including information about properties or related services.

You may opt out of marketing communications at any time by using the unsubscribe link in our messages or by contacting us using the details in section 15.

13. Website and Digital Data

If you visit our website or interact with our digital services, we may collect non-identifying information such as:

- Browser and device information
- Cookies and usage analytics

This information helps improve our services but does not personally identify you.

14. Privacy Complaints

If you have a concern about how 64 Property Pty Ltd has handled your personal information, please contact us first using the details in section 15.

We will acknowledge your complaint, investigate it, respond within a reasonable time and work to resolve your complaint.

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If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

15. Contact Details

If you have any questions about this Policy, want to exercise your privacy rights, or wish to make a privacy complaint, please contact us:

- **64 Property Pty Ltd trading as SixtyFour Property**
- Email: info@64property.com.au
- Phone: 0424 871 093

16. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, our practices or business practices.

The most current version will be available on request or displayed on our website. Where changes are significant, we will let you know.