



## Privacy Notice & AML Collection Statement

### **1. About Us**

North Coast Conveyancing ABN 40 137 434 201 is committed to protecting your personal information. We are bound by the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs). This policy outlines how we collect, hold, use, and disclose your personal information. [\[1\]](#)

### **2. Why We Collect Your Information**

We collect personal and sensitive information necessary to provide you with conveyancing, property settlement, and legal services. We also collect this information to comply with our legal obligations, including verifying your identity under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)* (AML/CTF laws). [\[1\]](#)

### **3. What We Collect**

The types of personal information we may collect include:

- **Identification details:** Full name, date of birth, current and previous addresses, and occupation.
- **Government-issued identifiers:** Passport number, driver's licence details, or Medicare number (used solely for identity verification).
- **Financial information:** Bank account details, source of funds, and financial standing.
- **Contact details:** Phone number and email address. [\[1, 2, 3, 4\]](#)

### **4. How We Collect It**

We generally collect this information directly from you via our website forms, emails, phone calls, or in-person meetings. With your consent, we may also collect information from third parties such as real estate agents, mortgage brokers, financial institutions, and identity verification services (e.g., Trisearch, TriVOI). [\[1, 2, 3\]](#)

### **5. How We Use and Disclose Your Information**

We will only use or disclose your personal information for the primary purpose for which it was collected, or for related secondary purposes where you would reasonably expect us to do so. This may include disclosing your information to:

- The Land Titles Office, State Revenue Offices, and other relevant government bodies.
- Financial institutions and banks for settlement purposes.
- Third-party service providers (e.g., electronic conveyancing platforms like PEXA).
- Verification of Identity (VOI) agencies to comply with our AML/CTF obligations.

### **6. Overseas Disclosures**

In conducting conveyancing transactions, it is generally not our practice to disclose your personal information to overseas recipients. However, if we utilize cloud-based software or data storage systems hosted offshore, we will take reasonable steps to ensure your data is handled in accordance with Australian privacy standards. [\[1\]](#)

### **7. Data Security**

We hold your information in both physical and digital formats. We implement rigorous physical, electronic, and procedural safeguards to protect your personal information from misuse, interference, loss, unauthorized access, modification, or disclosure. [\[1, 2\]](#)

### **8. Accessing and Correcting Your Information**

You have the right to request access to the personal information we hold about you and to ask us to correct any inaccurate, out-of-date, or incomplete details. To make a request, please contact our Privacy Officer using the details below.

### **9. Complaints**

If you believe we have breached the Australian Privacy Principles or have a complaint about how we have handled your data, please contact us. If you are unsatisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC).

### **10. How to Contact Us**

For more information about our privacy practices, to access your data, or to make a complaint, please contact our Privacy Officer:

- **Email:** [office@northcc.com.au](mailto:office@northcc.com.au)
- **Phone:** 02 6584 6777
- **Address:** 7/128 William Street, Port Macquarie NSW 2444