

1 Riverstown Pty Ltd Privacy Policy

Riverstown Pty Ltd ('we', 'us' and 'our') is committed to ensuring the confidentiality and security of your personal information.

This Privacy Policy outlines on how we collect, use, disclose and protect your personal information, as required by the Privacy Act 1988 (Cth) (Privacy Act). It also outlines how you can access and change your information, ask a question or make a complaint.

This Privacy Policy does not apply to our handling of personal information relating to employees or job applicants. Please contact us if you would like further details in relation to how we handle information of that nature.

By accessing or using Glanmire Park website (<https://glanmirepark.com.au>) (Website), you agree to be bound by this Privacy Policy.

2 Collecting personal information

2.1 What is personal information?

Personal information is information that identifies you as an individual or from which your identity can be reasonably identified. The types of personal information we may collect includes your name, date of birth, gender, address, email address, telephone number, other contact information, social media account information (including your profile picture), your preferences, your interests, your content (being content you upload to the Website and comments or reviews you post), transactional and financial information, and additional information relating to you that you provide to us directly or indirectly.

2.2 The types of personal information we collect

The types of personal information we may collect from you through your use of the Website, or that you may choose to provide include:

- contact information, such as your name, e-mail address, and phone number;
- at your option, to use certain features of the Website (see below), your location data and credit card details;

- details of products and service that we have supplied to you, or you have enquired about, together with any additional information necessary to deliver those products and service and to respond to your enquiries;
- information about you and your family and any characteristics, preferences or requirements that are relevant to the products and services that we may provide to you;
- any additional information relation to you that you provide to us directly through our websites or indirectly through use of our websites or online presence or otherwise; and
- information you provide to us through our representatives or customer surveys from time to time.

2.3 How we use your personal information?

We only collect personal information that is reasonably necessary for our functions and activities. The sections below provide further details relevant to your particular usage.

Other purposes

We collect, hold use and disclose your information to provide you with an appropriate product or service. Other purposes for handling your personal information include:

- To send marketing communications to you, including by way of email, phone call or short message service (SMS) communication, to inform you of new land releases and developments that might interest you; and
- To otherwise run our business

Analytics

The Website uses Google Analytics or Google Analytics for Firebase for monitoring usage and user engagement.

Riverstown Pty Ltd's use of Google Analytics for Firebase complies with the Google Analytics for Firebase Use Policy (<https://glanmirepark.com.au>).

The following Google Analytics for Firebase features are, or may be, used by the Website:

- Firebase Messaging;

- Firebase Dynamic links;
- Crashlytics; and
- Analytics.

Use of the Website is conditional upon you agreeing to our use of these analytics tools. If you do not want us to monitor your usage of the Website using Google Analytics, you must not use the Website.

Other purposes

We may also use your personal information for ancillary purposes and generally in the process of providing a quality service and experience while you access or use our website, services and online community. In connection with these purposes, we may provide your personal information to third parties. Riverstown Pty Ltd will take reasonable steps to ensure that any such third party treats your personal information in accordance with the terms of this Privacy Policy.

2.4 How we collect personal and non-personal information

We can only collect personal information about you in ways that are lawful and fair.

We may collect information from you directly, such as when you enter it into the Website, create an account or otherwise interact with the Website. We may also collect your personal information indirectly from third parties such as our service providers. Information collected indirectly may include usage details, IP addresses and information collected through cookies.

If we receive personal information about you from someone else without having asked for it we will only continue to hold it if it is personal information that we could have collected from you ourselves in accordance with this Privacy Policy. If it is personal information which is not reasonably necessary for our business functions and activities, we will destroy or de-identify it.

3 How we use and disclose your personal information

We only hold, use and disclose personal information about you for the purposes outlined in section 2.3, or for related purposes which might be reasonably expected, unless we otherwise obtain your consent.

Such disclosure may include disclosure of your personal information to third parties who:

- (a) are our service providers (such as web hosting or data storage providers);
- (b) are regulatory bodies, government agencies, law enforcement bodies or courts;
- (c) introduce you to us (such as by a referral); or
- (d) are your authorised agents, executors, administrators or legal representatives.

We may also hold, use and disclose your personal information in connection with suspected fraud, misconduct and unlawful activity, and as part of acquisitions or potential acquisitions of our business.

On some occasions, we may be obliged to disclose your personal information by law, such as court orders or statutory notices pursuant to any legislation and to government authorities.

4 Keeping personal information secure

We have security measures in place to protect your personal information that we hold. We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.

We may hold your information in either electronic or hard copy form. We have security measures to ensure the physical security of personal information held on our premises and systems. When records containing personal information are no longer required for use, or to be kept by law, we delete the information or permanently de-identify it.

However, as our website is linked to the Internet, we cannot provide any assurance regarding the security of transmission of information you communicate to us. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the Internet. Accordingly, any personal information or other information which you transmit to us is transmitted at your own risk.

5 Access and correction of personal information

5.1 Access

You are entitled by law to access the personal information we hold about you and, provided that it is reasonable and practicable, to do so in a manner that you request.

We will need to validate the identity of anyone making an access request, to ensure that we do not provide your information to anyone who does not have the right to that information.

We will provide you access within 30 days if it is reasonable and practicable to do so, but in some circumstances it may take longer.

If access is refused, we will give you a notice explaining our decision to the extent practicable and your options to make a complaint.

We do not usually charge you for access to your personal information. However, if the request is complex, we may charge you the marginal cost of providing the access, such as staff costs of locating and collating information or copying costs.

To contact us to access the personal information we hold about you, please use one of the methods outlined in section 6 below.

5.2 Correction

If you feel that any of the personal information we hold for you are incorrect, inaccurate or incomplete you are able to contact us at any time to request that we correct that information.

If you would like to do so please contact our Privacy Officer using the contact details in section 6 below.

We will normally try to resolve correction requests within 30 days of you making a request, but in some circumstances it may take longer.

There will be no cost to you if we correct your personal information held by us.

If we do not agree that your personal information needs to be corrected or changed, then we will add a note to the personal information stating that you disagree with it.

6 Privacy Contact

If you believe that we have not complied with our obligations relating to your personal information, or if you would like access to your personal information, please contact our Privacy Officer as follows:

By email:

privacy@glanmirepark.com.au

We will investigate your complaint or request and respond within 30 days with a proposed resolution.

If you feel we have not properly dealt with a complaint, you may contact the Office of the Australian Information Commissioner at enquiries@oaic.gov.au or on [1300 363 992](tel:1300363992).

7 Updates

We may review and amend this Privacy Policy from time to time to address changes to laws and to reflect our current operations and practices.

You can obtain a copy of the current version on request.

RIVERSTOWN PTY LTD COLLECTION STATEMENT

Riverstown Pty Ltd, its related entities and authorised licensed estate agents, collect personal information provided in this form and from third parties (such as estate agents, sales agents and referrers) to consider your expression of interest and your prospective purchase of property.

Personal information may be disclosed to other Riverstown entities and to the property's landowners as well as professional advisors, contractors, real estate agents and other service providers for related purposes.

Your expression of interest may not be considered or accepted if the requested information is not provided by you. We do not generally disclose personal information outside Australia. Personal information will be used in accordance with the Riverstown Privacy Policy which is available upon request, or can be viewed at <https://glanmirepark.com.au/privacy-policy-collection-statement>. The Privacy Policy states how you can seek to access or correct any

personal information we hold about you, how to complain about a privacy breach and how we will deal with a privacy complaint. You can contact the Riverstown Privacy Officer by email: privacy@glanmirepark.com.au or call 1300 363 992.

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