PRIVACY POLICY

PROPERTY MANAGEMENT AND REAL ESTATE SALES

EFFECTIVE 10 SEPTEMBER 2026

LOCAL KNOWLEDGE. PERSONALISED SERVICE.

Agency details

Legal entity	Daniel James Realty Pty Ltd
Trading name	Daniel James Realty
ABN / ACN	46 701 665 723 / 701 665 723
Queensland licence	4984764
Business address	2/31 Kyoto Street, Brassall QLD 4305
Office	07 3916 4175
Legal and administration email	daniel.billett@danieljamesrealty.com.au
Website	www.danieljamesrealty.com.au

Privacy Policy

This policy explains how Daniel James Realty Pty Ltd collects, holds, uses and discloses personal information in connection with property management, residential tenancies, real estate sales, website services and related administration.

1. Privacy framework

Where the Privacy Act 1988 (Cth) applies, we comply with the Australian Privacy Principles (APPs). We also comply with applicable Queensland residential tenancy, real estate, trust-account and recordkeeping requirements. We aim to apply these protections as good practice even where a statutory exemption may apply.

2. Information we may collect

- Identity and contact information, signatures, addresses, dates of birth and preferred contact details.
- Rental applications, employment and rental history, references, income and affordability evidence, occupants, pets and emergency contacts.
- Property ownership, instructions, keys, security information, condition reports, inspection photographs, maintenance records and correspondence.
- Sales appointments, offers, bidder and buyer information, contracts, settlement records and proof of authority or funds.
- Banking, rent, bond, invoice, trust-account and transaction records.
- Identity-verification, beneficial ownership, source-of-funds or wealth and screening information where AML/CTF laws require it.
- Website and device information such as IP address, browser, cookies, analytics events, form submissions and advertising interactions.
- Sensitive information only where reasonably necessary and consented to, or otherwise authorised or required by law.

3. How and why information is collected

We usually collect information directly from you through enquiries, applications, inspections, forms, agreements, telephone, email and online services. We may also collect it from authorised representatives, owners, tenants, applicants, referees, employers, previous agents, public registers, property portals, government bodies, contractors and professional advisers.

We use information to respond to enquiries; appraise, advertise, sell, lease and manage property; assess applications; administer tenancies and transactions; manage safety, repairs, disputes, insurance and trust money; communicate with relevant parties; prevent fraud; comply with law; secure and improve our systems; and conduct marketing where permitted.

4. Service providers and disclosures

Information may be disclosed where reasonably necessary to owners, vendors, buyers, tenants, applicants, referees, contractors, insurers, strata bodies, utilities, lawyers, conveyancers, accountants, property portals, regulators, courts and tribunals.

Our technology environment may include PropertyMe; rental-application platforms; Microsoft 365 and email; GoDaddy and WordPress hosting; cloud storage and electronic-signing services; TICA tenancy database services; website analytics; Meta Pixel; and cookies. Each provider may handle information under its own terms and privacy arrangements.

5. Overseas recipients

Some technology, cloud, analytics, advertising, verification and support providers may disclose or make personal information available to recipients outside Australia. Based on the providers and services used, likely locations include the United States and other countries in which a provider, subcontractor or data centre operates. Provider locations can change. Where practicable, we take reasonable steps required by APP 8 before an overseas disclosure and may provide more specific information at collection or on request.

6. Rental applications and tenancy information

Rental information is collected only when relevant to assessing an application or managing premises. Access is restricted to relevant persons and information must not be used for another purpose without consent or another lawful basis.

For tenancy agreements commencing on or after 1 May 2025, unsuccessful-applicant information is securely destroyed after 3 months and tenancy information is securely destroyed within 7 years after the tenancy ends, as required by Queensland law. Copies of the tenancy agreement, entry condition report and rent-payment records are kept for at least one year after the agreement ends.

We may check or list information with TICA only when legally permitted and after giving notices and opportunities required by Queensland tenancy law. A person who believes a listing is inaccurate, unlawful or out of date may contact us and TICA to seek access, correction or removal.

7. Direct marketing, cookies and analytics

We may use contact information for marketing where consent exists or law otherwise permits. You may opt out at any time using the unsubscribe facility or contacting us. Service and transaction messages may still be sent where necessary.

Our website may use essential cookies, analytics and Meta Pixel technologies to operate the site, measure traffic and advertising performance, and understand interactions. Browser settings may restrict cookies; disabling them may affect site functions. Advertising providers may combine interaction data with information they already hold under their own privacy policies.

8. Automated and assisted decisions

Computer programs used in application, identity, fraud, tenancy-database or compliance workflows may validate information, organise documents, identify missing fields, generate risk indicators or assist screening. These processes may use identity, contact, financial, rental-history, reference, property and transaction information.

Daniel James Realty does not intend to make a material rental or service decision solely by automated processing. A person reviews relevant information and makes or confirms the decision. If our arrangements change so that a computer program makes, or performs a substantially and directly related step toward, a decision that could reasonably be expected to significantly affect a person's rights or interests, this policy will be updated as required from 10 December 2026.

9. Security, retention and data breaches

We use reasonable administrative, physical and technical safeguards, including controlled access, secure platforms, backups, staff procedures and secure disposal. No system is completely risk-free. Suspected eligible data breaches are assessed and notified under the Notifiable Data Breaches scheme where required.

Information is retained only for applicable legal, operational, insurance and dispute periods, then securely destroyed or de-identified. More specific Queensland tenancy-destruction rules apply as stated above.

10. Access, correction and complaints

You may request access to or correction of personal information, or make a privacy complaint, by contacting the Privacy Officer at daniel.billett@danieljamesrealty.com.au, 07 3916 4175, or 2/31 Kyoto Street, Brassall QLD 4305. We may verify identity and applicable exceptions may apply.

We aim to acknowledge complaints promptly and respond within a reasonable period, generally within 30 days. If you are dissatisfied after giving us a reasonable opportunity to respond, you may contact the Office of the Australian Information Commissioner.

References

OAIC APP Guidelines: oaic.gov.au/privacy/australian-privacy-principles
Queensland RTA personal information guidance: rta.qld.gov.au
Privacy Act 1988 (Cth): legislation.gov.au