Website Privacy Policy

DC Investment Group Pty Ltd (ABN 79 602 068 244) and 24 Hours Pty Ltd (ABN 23 628 244 806), in partnership trading as DibChidiac&Co. (DibChidiac&Co., we, us, our) is committed to complying with its obligations under the Privacy Act 1988 (Cth) (the Act).

The Act allows personal information to be collected, used and disclosed for the purposes for which it was collected, in accordance with the Act.

This Privacy Policy applies only to the extent we collect, use and disclose personal information in connection with our website at www.dibchidiac.com.au.

We also have a Privacy Policy and Collection Notice which details our privacy practices in connection with our real estate sales and property management business. A copy is available at www.dibchidiac.com.au/privacy-policy or on request from our office.

This Privacy Policy may be revised, updated or replaced from time to time. We will notify users of any changes by posting the updated Privacy Policy on this website, and changes take effect from the date of posting.

What information do we collect, and why?

When you use our website, we may collect personal information you provide directly, such as when you:

- make an enquiry about a property for sale or lease, or request an appraisal;
- register to receive property alerts or newsletters;
- submit a rental application or contact form; or
- otherwise contact us through the website.

This information may include your name, email address, phone number, and any details you choose to include in an enquiry or application. We collect this information to respond to your enquiry, provide our services, and (where you have agreed) to keep you updated about properties and services that may be of interest to you.

Automated Decision Making (ADM)

We do not currently use ADM (a computer program that makes, or does something substantially related to making, a decision that could reasonably be expected to significantly affect your rights or interests) on this website. If this changes, we will update this Privacy Policy to detail the kinds of personal information used and decisions affected.

Information disclosed

We will use and disclose personal information only for the purposes for which it is collected, in accordance with the Act, including:

- providing services and customer support, including service updates;
- maintaining and updating our records;
- comparing information for accuracy, and verifying it with third parties; and
- providing information as authorised or required by law or a relevant government body or authority.

Overseas disclosure

We do not currently disclose personal information collected through this website to any specific named overseas recipient. We may use cloud storage and IT servers that may be located overseas to store the personal information we hold. As electronic or networked storage can be accessed from various countries through an internet connection, it is not always practical to know in which country information about an individual may be held.

Please note that in some cases, countries to which we transfer information may not have laws or binding schemes that protect your information in a way that is, overall, substantially similar to the way the Australian Privacy Principles protect your information, and there may be no mechanism or binding scheme you can access to enforce legal protections.

Anonymity and pseudonyms

General users of the website do not need to disclose their identity to use it. This website does not collect personal information about people who generally access it, except as described above. Please note we may not be able to provide some or all of our services if you are anonymous or use a pseudonym.

Cookies

A cookie is an electronic token passed to your browser, which is passed back to our server whenever a page is sent to you. Our servers may generate cookies to keep track of pages accessed while using the website, and to allow data entered into a form to be temporarily stored until you choose to save it. Cookies generally remain on your computer after your internet session ends. When you visit this website, our server may log information including your browser and operating system type, the referring site, the server's IP address, and the date, time and pages accessed. This information is generally used only for internal statistical analysis and system administration.

Any other information you supply to us — for example, if you send an email or enter personal information into our website — is treated in accordance with this Privacy Policy.

Information security

We take reasonable steps to protect all information we hold (including personal information) from misuse, loss, and unauthorised access, modification or disclosure. Where appropriate, we use secure transmission facilities; however, no transmission of information over the internet can be guaranteed to be completely secure, and we do not warrant the security of information transmitted to us over the internet.

Links to other websites

This website may contain links to other websites. We are not responsible for the privacy practices or content of those websites, and this Privacy Policy does not extend to them.

Marketing and opt-out

We may use information (excluding sensitive information) provided by users of this website for marketing and research purposes, to analyse and improve our products, services and benefits, and to inform users of products, services and benefits provided by us, our related entities, suppliers or sponsors, unless the user tells us not to. If you do not wish to receive such information, please contact the Privacy Officer (details below). We will not use your sensitive information for these purposes without your consent.

Accessing your personal information

Users of the website whose information we collect, use or disclose have the right to request access to any personal information we hold about them, unless we are permitted to withhold it. We do not currently charge a fee for access requests. Users also have the right to request correction of any personal information that is inaccurate, incomplete, irrelevant, misleading or out of date.

Requests for access or correction, or any further queries or complaints about our management of personal information, should be made in writing to:

The Privacy Officer

DibChidiac&Co.

121 Majors Bay Road, Concord NSW 2137

Tel: (02) 9136 6472

Email: stephanie@dibchidiac.com.au

The Office of the Australian Information Commissioner

- Phone: 1300 363 992 (Mon–Thurs, 10am–4pm AEST/AEDT)
- Online: www.oaic.gov.au (Enquiry form)
- Post: GPO Box 5288, Sydney NSW 2001

Acceptance of this Privacy Policy

By using this website and accessing any of our products, services or features, you acknowledge that you have read, understand and accept this Privacy Policy, and you authorise us to collect, use and disclose your personal information, in accordance with the Act, for the purposes specified in this Privacy Policy.