

Privacy Policy

Effective Date: 4 August 2026

This Privacy Policy applies to all personal information collected by Kloud Property Group Pty Ltd ("Kloud", "we", "our" or "us") through our website, online forms, social media platforms, email communications, telephone enquiries, and during the provision of our real estate and property management services.

By using our website or providing your personal information to us, you agree to the terms of this Privacy Policy.

What is Personal Information?

Personal information has the meaning given under the Privacy Act 1988 (Cth) and generally means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether it is recorded in a material form or otherwise.

What Personal Information Do We Collect?

Depending on the services you request, we may collect personal information including, but not limited to:

- **Full name**
- **Residential and postal address**
- **Email address**
- **Telephone number**
- **Date of birth**
- **Identification documents (such as a driver's licence or passport)**
- **Employment and income information**
- **Rental history**
- **References**
- **Property ownership details**
- **Financial and banking information**
- **Payment details**
- **Emergency contact details**
- **Information relating to tenancy applications**
- **Maintenance requests and communications**
- **Information relating to property appraisals, leasing and property management**
- **Any other information you voluntarily provide to us.**

If you choose not to provide requested information, we may be unable to provide some or all of our services.

How We Collect Your Personal Information

We may collect personal information when you:

- **Submit an enquiry through our website**
- **Complete tenancy applications**
- **Register to attend rental inspections**
- **Request a rental appraisal**
- **Engage us to lease or manage your property**
- **Contact us via telephone, email or social media**
- **Subscribe to newsletters or marketing communications**
- **Complete online forms**
- **Enter competitions or promotions**
- **Communicate with our team**
- **Use our website.**

We may also collect information automatically through cookies, website analytics and similar technologies to improve your browsing experience and website functionality.

Why We Collect Personal Information

We collect personal information to:

- **Provide real estate and property management services**
 - **Process tenancy applications**
 - **Manage rental properties**
 - **Arrange inspections and maintenance**
 - **Communicate with landlords, tenants, contractors and prospective clients**
 - **Verify your identity**
 - **Meet our legal and regulatory obligations**
 - **Improve our services**
 - **Respond to enquiries**
 - **Process payments**
 - **Send relevant updates, newsletters and marketing communications where permitted by law.**
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Disclosure of Personal Information

We may disclose your personal information where reasonably necessary to:

- **Property owners**
- **Landlords**
- **Tenants**
- **Prospective tenants**
- **Tradespeople and contractors**
- **Property inspectors**
- **Utility providers**
- **Government departments and regulatory authorities**
- **Courts, tribunals and dispute resolution bodies**
- **Professional advisers, including accountants, solicitors and auditors**
- **Insurance providers**

- Technology providers and software platforms used to operate our business
- Payment processors
- Identity verification providers
- Any other party where disclosure is required or authorised by law.

We take reasonable steps to ensure third parties handle your personal information appropriately.

Direct Marketing

From time to time, Kloud may send you information regarding:

- Available rental properties
- Property management services
- Market updates
- Company news
- Events and promotions.

We will only send direct marketing where permitted by law, and you may opt out at any time by clicking the unsubscribe link in our emails or by contacting us directly.

We do not use sensitive personal information for direct marketing purposes.

Cookies and Website Analytics

Our website uses cookies and similar technologies to:

- Improve website functionality
- Analyse website traffic
- Remember user preferences
- Enhance your browsing experience
- Improve our marketing and website performance.

Most internet browsers allow you to disable cookies; however, doing so may affect the functionality of certain parts of our website.

Storage and Security

Kloud takes reasonable steps to protect the personal information we hold from:

- Unauthorised access
- Misuse
- Interference
- Loss
- Modification
- Unauthorised disclosure.

Personal information is stored using secure electronic systems and, where necessary, secure physical storage facilities.

While we take reasonable precautions, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

Access and Correction

Under the Australian Privacy Principles, you may request access to the personal information we hold about you.

You may also request that inaccurate, incomplete or outdated information be corrected.

Requests should be made using the contact details below. We will respond within a reasonable timeframe and in accordance with the Privacy Act 1988 (Cth).

Privacy Complaints

If you believe Kloud has breached your privacy or the Australian Privacy Principles, please contact us in writing.

Please include sufficient information regarding your complaint so we can properly investigate the matter.

We will:

- Acknowledge receipt of your complaint;
- Investigate the circumstances;
- Respond within a reasonable timeframe; and
- Where appropriate, work with you to resolve the issue.

If you remain dissatisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

Overseas Disclosure

Some of the software platforms and cloud service providers used by Kloud may store information on servers located outside Australia.

Where this occurs, we take reasonable steps to ensure your personal information is handled in accordance with Australian privacy laws.

Third-Party Websites

Our website may contain links to third-party websites.

Kloud is not responsible for the privacy practices or content of external websites. We encourage you to review the privacy policies of any websites you visit.

Changes to this Privacy Policy

Kloud may amend this Privacy Policy from time to time to reflect changes in legislation, technology or our business practices.

The current version will always be available on our website and will take effect immediately upon publication.

Contact Us

If you have any questions regarding this Privacy Policy, would like access to your personal information, request a correction, or wish to make a privacy complaint, please contact:

Kloud Property Group Pty Ltd

Email: info@kloudproperty.com.au

Phone: 0416 604 332

Website: <https://www.kloudpropertyandco.com.au/>