

PRIVACY COLLECTION STATEMENT (REISA MASTER FORMS)

Protecting your privacy and personal information is important to us. Land Services SA (**LSSA**) operates the public land titles registry in South Australia and provides certain valuation, data and ICT services to the South Australian Government and other customers throughout Australia and New Zealand. LSSA also provides a number of data products and services involving property, land and home contents information to industry, the broader community and to other organisations and agencies throughout Australia and New Zealand. This includes delivering the REISA Master Forms Platform (the **Platform**) to the Real Estate Institute of South Australia (**REISA**).

The Platform is provided to REISA by LSSA. LSSA also provides other products and services to REISA and other third parties, as described above. Some of these other products and services may use information (including personal information) uploaded to the Platform (**Data**). This means that LSSA uses the Data to manage and provide the Platform, and may also use the Data for its other products and services and other purposes described in this statement.

By using the Platform to complete a REISA form, you are providing LSSA with the Data in that form, which may include personal information (including in some cases, health information and other sensitive information).

The personal information we collect will depend on the specific Form submitted through the Platform, but will generally include your name, contact details, age, date of birth, banking or payment details, property details including volume and folio number and, as applicable, mortgage, landlord, tenant, home occupancy and contents details. In some circumstances, it may also include your photo and information about your specific circumstances which may include sensitive information (for example, health information).

If you do not provide us with the personal information requested through the Platform, you or the applicable Real Estate Agent or property practitioner you are dealing with may be unable to use the Platform to complete and finalise the Form for your application, enquiry, request or other matter contemplated by the Form (including entering into various Agreements and Contracts).

If you provide us with personal information about another person, in doing so you represent to us that, the other individual has received this privacy collection statement and agrees to our collection and handling of their information as outlined in this statement. You acknowledge that we collect and handle their personal information on that understanding.

LSSA will also collect, hold, use and disclose this personal information to analyse the Data alone and in combination with other data, to derive insights and analysis, where those uses have been approved by REISA. The Data, and the other derived data, insights and analysis will be used to develop, offer and provide data products and services to real estate institutes, real estate agents and other third parties interested in the residential and commercial property market. The nature of these data products and services will change over time depending on customer needs and preferences but may include reports available online that summarise property trends (such as trends in rental turnover by suburb, or trends in property sales turnover by suburb) or wholesale data containing property-level attributes. While the Data is used to create these, since the products and services themselves are about property and land related trends and matters (while they may contain information available on a public register or relating to property or home contents attributes, they will not display names, contact details, age, date of birth, banking or payment details etc). You can visit LSSA's website at www.landservices.com.au to learn more about the data products and services LSSA offers.

LSSA will generally disclose this personal information to third parties who provide products and services to LSSA (where disclosure may be necessary to provide such products and services) and where personal information is included in the Data for the products and services described above, to LSSA's customers of those products and services. There may also be situations where LSSA are required by law or as part of its obligations to the South Australian Government to disclose your personal information. For example, to local councils, law enforcement agencies, emergency service agencies and other government departments and agencies. Generally, LSSA will not disclose any personal information outside of Australia.

LSSA has a Privacy Policy which is available on its website at <https://www.landservices.com.au/privacy> (**LSSA Privacy Policy**). The LSSA Privacy Policy contains information about how you can access personal information held by LSSA, request correction of such

information and complain about LSSA's handling of personal information subject to the Australian Privacy Principles under the *Privacy Act 1988* (Cth), including how LSSA will handle such complaints.

If you have any queries about this statement, or would like to discuss any of this information further, please contact LSSA via any of the below contact details:

- **By mail:** Attention: The Privacy Officer, Land Services SA, 101 Grenfell Street, Adelaide SA 5000, Australia
- **By phone:** +61 8 8423 5000
- **By email:** privacy@landservices.com.au

All references to Land Services SA (or to LSSA, we, us or our) in this statement, means Land Services SA Operating Pty Limited ACN 618 229 815 as trustee for the Land Services SA Operating Trust ABN 86 836 650 939 including our subsidiaries and affiliated entities (including Relational Data Systems Pty Ltd).