

## Privacy Policy

Your privacy is important to us. This Privacy Policy outlines how we collect, use, disclose, store, and protect your personal information in accordance with the **Privacy Act 1988 (Cth)**.

By using this website, you consent to the practices described below.

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### 1. Collection of Personal Information

We may collect personal information directly from you when you:

- Submit an enquiry or form through our website
- Subscribe to newsletters or marketing communications
- Contact us via email, phone, or social media

The personal information we may collect includes:

- Your name
- Email address
- Phone number
- Any other information you voluntarily provide

We may also collect non-personally identifiable information such as IP address, browser type, referring site, and date/time of visits for analytics and website improvement purposes.

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### 2. Use of Personal Information

We collect and use your personal information to:

- Provide the services and features offered through our website
  - Communicate with you, including responding to enquiries
  - Keep you informed about our services, offers, or relevant updates
  - Improve user experience and website functionality
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### 3. Disclosure of Personal Information

We will not sell, rent, or disclose your personal information to third parties unless:

- You have provided consent
- Required by law or legal proceedings
- Required to protect our legal rights or those of a third party
- Necessary to prevent injury or unlawful activity

We may use third-party service providers (such as email marketing or website analytics tools) who assist in operating our website and services. These providers are contractually bound to handle your information securely and only for the purposes we specify.

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#### **4. Access and Correction**

You have the right to request access to the personal information we hold about you and to request corrections if the information is inaccurate, incomplete, or outdated.

To make a request, please contact us using the details at the bottom of this policy.

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#### **5. Data Security**

We take reasonable steps to ensure the security of your personal information and protect it from misuse, loss, unauthorised access, modification, or disclosure. However, data transmitted over the internet cannot be guaranteed to be completely secure.

If you become aware of a breach or unauthorised use of your personal information, please contact us immediately.

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#### **6. Cookies and Tracking Technologies**

We may use cookies and similar technologies to improve your website experience, analyse traffic, and tailor content. You can control cookie settings through your browser preferences.

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#### **7. International Users**

Our website is operated in Australia. If you are accessing it from outside Australia, you do so voluntarily and are responsible for compliance with local laws.

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#### **8. Changes to This Policy**

We may update this Privacy Policy from time to time. The most current version will always be available on our website. Your continued use of the site following any changes constitutes your acceptance of the updated policy.

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#### **9. Contact Us**

If you:

- Wish to access or correct your personal information
- Have a complaint or concern about how your information is being handled
- Have questions about this Privacy Policy

Please contact us at:

**The Townhouse Agency**

Email: [mal@thetownhouseagency.com.au](mailto:mal@thetownhouseagency.com.au)

Phone: 0422251141