

Privacy Policy

Property, made human.

EFFECTIVE

1 September 2026

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9 October 2026

OUR PROMISE

We believe property is about people first. This policy explains how we collect, use, store and disclose personal information while delivering our real estate services.

Our commitment to your privacy

At Matt & Richi Real Estate, we believe property is about people first.

Protecting your personal information is an important part of the way we work. This Privacy Policy explains how Matt & Richi Real Estate collects, uses, stores and discloses personal information when you interact with us, use our services, enquire about a property, buy, sell, rent or lease property, or engage us for property management services.

We handle personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), to the extent those laws apply to us.

1. What personal information do we collect?

The information we collect depends on how you interact with us and the services you use.

Contact information may include your name, residential or postal address, email address, telephone number and preferred method of communication.

Identification and verification information may include date of birth, driver's licence details, passport details and other information required or permitted for verification.

Property and transaction information may include property preferences, offers, contracts, tenancy documents, condition reports, inspection records, maintenance records, property photographs and videos, and communications relating to a property or transaction.

Financial and tenancy information may include rental payment information, rental history, employment and income information, references and information contained in rental applications.

Communications and interactions may include emails, telephone calls, SMS and other messages, meeting notes, inspection interactions, auction interactions, feedback and complaints.

Website and digital information may include IP address, device and browser information, pages visited, referral source, website usage information, cookies and analytics information.

Other information may include information provided through forms, surveys, reviews, promotions, feedback, complaints, social media and other communications.

2. How do we collect personal information?

We may collect personal information directly from you when you enquire about a property, attend an inspection or auction, request an appraisal, list a property, make an offer, enter a contract, submit a rental application, request property management services, subscribe to updates, complete a form, or contact us.

Where permitted by law or with appropriate consent, we may also receive information from real estate portals, rental databases, referees, previous rental providers, employers, conveyancers, solicitors, mortgage brokers, lenders, valuers, inspectors, trades, insurers, professional advisers, government agencies and public registers.

We may also collect information from publicly available sources and through our websites, CRM systems, property platforms, cookies, analytics tools and other digital technologies.

3. Why do we collect, use and disclose personal information?

We collect, use and disclose personal information where reasonably necessary to provide our services and operate our business.

This includes property sales, leasing, property management, appraisals, marketing, inspections, auctions, tenancy management, maintenance coordination, transaction administration, communication, market information, CRM management, accounting, risk management, dispute resolution, cybersecurity, fraud prevention and compliance with legal and regulatory obligations.

We may also use information to provide property alerts, market updates, invitations, relevant service information, surveys and requests for feedback or reviews. You can opt out of direct marketing at any time.

4. Who may we disclose personal information to?

Depending on the circumstances, we may disclose personal information to people involved in a property transaction or tenancy, including vendors, purchasers, landlords, renters, occupants and their representatives.

We may also disclose information to professional advisers and service providers such as conveyancers, solicitors, mortgage brokers, lenders, valuers, inspectors, accountants, insurers, consultants, tradespeople, contractors and other property service providers.

We may use third-party technology and business providers for CRM and property management systems, cloud storage, website hosting, email and communication services, property portals, marketing, analytics, payment processing, identity verification and cybersecurity.

Information may also be disclosed to government agencies, regulators, courts, tribunals, police and law enforcement authorities where required or authorised by law.

5. Marketing communications

We may use your information to provide information about properties, market activity, our services, events and other communications that may be relevant to you.

Where required by law, we will obtain appropriate consent before sending direct marketing communications. You can unsubscribe from marketing communications at any time.

Even if you opt out of marketing, we may still contact you where the communication is necessary to provide a service, manage a transaction or tenancy, or meet a legal or contractual obligation.

6. Property management, maintenance and inspections

When we manage a property, we may collect and use information necessary to manage the property and tenancy, including rental payments, tenancy agreements, inspections, maintenance requests, repairs, trades, contractors, insurance matters, condition reports and communications.

We may use digital inspection, maintenance and property management systems. Where photographs, videos or 360-degree inspection information are collected as part of an inspection or marketing process, we will handle that information in accordance with applicable privacy obligations.

7. Website, cookies and analytics

Our website and digital platforms may use cookies and similar technologies to operate our website, understand usage, improve services, measure marketing performance and provide a better online experience.

We use Google Analytics to understand how our website is used, and the Meta Pixel to measure and improve our advertising on Facebook and Instagram. These tools use cookies and similar technologies, and the information they collect may be processed outside Australia. We do not send your name, phone number, email address or the content of your enquiries to these services.

You can control cookies through your browser settings, opt out of Google Analytics using Google's browser add-on at tools.google.com/dlpage/gaoptout, and manage how Meta uses your information through your Facebook or Instagram ad settings.

8. Accessing and correcting your personal information

You may request access to personal information we hold about you and ask us to correct information that is inaccurate, incomplete or out of date.

We may need to verify your identity before providing access or making corrections. We will respond within a reasonable timeframe. In some circumstances, we may be permitted or required by law to refuse access or correction and will explain the reason where we are able to do so.

9. What happens if you do not provide personal information?

If you do not provide information that we reasonably require, we may be unable to respond to your enquiry, arrange certain inspections, process an offer, assess a rental application, enter into or administer a tenancy, provide property management services, complete a transaction or provide certain requested services.

10. Overseas disclosure and storage

Some technology, cloud storage, software, communication, analytics or other service providers we use may store or process personal information outside Australia.

Where this occurs, we take reasonable steps to ensure appropriate safeguards are in place and that personal information is handled consistently with applicable privacy obligations. The countries in which particular providers are located may change as our technology and service providers change.

11. How do we protect personal information?

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, unauthorised modification and unauthorised disclosure.

Security measures may include access controls, password protection and authentication, multi-factor authentication where available, secure transmission, encryption where appropriate, system monitoring, software updates, staff confidentiality obligations, secure storage and secure destruction or de-identification.

12. Retention and destruction of personal information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, or where retention is required or permitted by law. When information is no longer required, we take reasonable steps to securely destroy or de-identify it.

13. Data breaches

If we become aware of a suspected data breach, we will assess and respond to it in accordance with our legal obligations and internal procedures.

Where an eligible data breach is likely to result in serious harm and the applicable requirements of the Notifiable Data Breaches scheme are met, we will notify affected individuals and the Office of the Australian Information Commissioner as required by law.

14. Automated tools and technology

We may use technology and automated tools to assist with property alerts, enquiry management, website or marketing analysis, customer communications and administrative processes.

Where automated tools are used, we aim to use them responsibly and in accordance with applicable privacy obligations. If a decision-making process is subject to additional disclosure requirements under privacy law, we will provide the information required by law.

15. Anonymity and pseudonymity

Where it is lawful and practicable, you may have the option of dealing with us without identifying yourself or by using a pseudonym. This may not be possible where we are required by law to identify you, identification is necessary to provide the requested service, or it is impracticable to deal with you without identifying you.

16. Privacy complaints

If you believe we have mishandled your personal information or have not complied with applicable privacy obligations, please contact us.

We will acknowledge your complaint within a reasonable timeframe, investigate it and respond as soon as reasonably practicable. If we need additional time, we will advise you.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, technology, service providers, information handling practices or applicable privacy laws.

The latest version will be made available through our website.

18. Contact us

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