

TIERNAN

PROPERTY GROUP

PRIVACY POLICY

Tiernan Property Group

At Tiernan Property Group, we respect your privacy and are committed to handling personal information responsibly and in accordance with applicable privacy laws.

This Privacy Policy explains how we collect, use, disclose, store and manage personal information in connection with our real estate services, including residential sales, leasing, property management and use of our website.

1. Who We Are

Tiernan Property Group
624 Hawthorn Road, Brighton East VIC 3187
Phone: 0460 290 311
Email: josh@tiernanpropertygroup.com.au
Website: www.tiernanpropertygroup.com.au

2. Personal Information We Collect

Depending on the nature of your dealings with us, we may collect personal information such as:

- your name, phone number, email address and postal address
- details of your enquiry or request
- property-related information you provide to us
- information submitted through contact forms, appraisal requests or other website forms
- identification and supporting documents where required for sales, leasing, property management or compliance purposes
- tenancy-related information where permitted by law

- records of communications with us
- website usage information, including through cookies and analytics tools

3. How We Collect Personal Information

We may collect personal information directly from you when you:

- contact us by phone, email, social media, in person or through our website
- submit an enquiry, request an appraisal, register interest in a property, or otherwise engage with our services
- participate in a sales, leasing or property management process

We may also collect personal information from third parties where permitted, including from property owners, renters, applicants, referees, contractors, service providers, public records, verification providers and other parties involved in a transaction or tenancy.

4. Why We Collect Personal Information

We collect, hold, use and disclose personal information for purposes including:

- responding to enquiries and requests
- providing residential sales, leasing and property management services
- arranging appraisals, inspections, appointments and property-related communications
- assessing tenancy applications in accordance with applicable law
- facilitating transactions and managing ongoing client relationships
- coordinating maintenance, repairs, compliance and contractor access
- administering records, systems and internal business operations
- sending service-related updates and, where permitted, marketing communications
- improving our website, systems and services
- complying with legal and regulatory obligations

5. Rental Enquiries and Tenancy Information

Where personal information is collected in connection with a rental enquiry or tenancy application, we will only collect, use and disclose that information as permitted by law.

6. Disclosure of Personal Information

We may disclose personal information where reasonably necessary for the purposes above, including to:

- property owners, vendors, purchasers, renters and applicants
- referees, contractors, tradespeople and service providers
- technology providers, software platforms, website hosts and CRM providers
- verification providers and tenancy databases where permitted by law
- professional advisers, insurers and compliance providers
- courts, tribunals, regulators, government bodies or other authorities where required or authorised by law

We do not sell personal information.

7. Direct Marketing

Where permitted by law, we may send you information about our services, listings, property updates or related information we believe may be relevant to you. You may opt out of marketing communications at any time by using the unsubscribe link or contacting us directly.

8. Cookies and Website Analytics

Our website may use cookies and similar technologies to improve functionality, understand website traffic and enhance user experience. You can usually manage cookie settings through your browser, although doing so may affect how parts of the website function.

9. Storage and Security

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. These steps may include secure digital storage, password protection, access controls, staff procedures and the use of reputable service providers.

10. Access and Correction

You may request access to personal information we hold about you, and request correction if you believe it is inaccurate, incomplete, out of date, irrelevant or misleading. We may need to verify your identity before processing your request.

11. Overseas Disclosure

Some of the service providers or software platforms we use may store or process personal information outside Australia. Where this occurs, we will take reasonable steps to ensure your information is handled appropriately in accordance with applicable privacy obligations.

12. Privacy Complaints

If you have a question, concern or complaint about how we handle personal information, please contact us using the details below. We will review your concern and respond within a reasonable time.

If you are not satisfied with our response, you may be able to contact the Office of the Australian Information Commissioner.

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, legal obligations or privacy practices. The most current version will always be available on our website.

14. Contact Us

Tiernan Property Group
624 Hawthorn Road, Brighton East VIC 3187
Phone: 0460 290 311
Email: josh@tiernanpropertygroup.com.au

WEBSITE TERMS OF USE

Tiernan Property Group

By accessing or using this website, you agree to these Terms of Use.

1. Website Content

This website is provided for general information purposes only. While Tiernan Property Group aims to ensure the content on this website is accurate and up to

date, we do not warrant or guarantee that any information is complete, current, accurate or suitable for your particular circumstances.

Nothing on this website constitutes legal, financial, investment or other professional advice. You should obtain independent advice relevant to your circumstances before relying on any content on this website.

2. Property Information

Any property listings, rental information, prices, guides, measurements, floorplans, photographs, descriptions, appraisals or related material on this website are indicative only and subject to change, withdrawal, error, omission, prior sale, prior lease or other availability.

Interested parties should make and rely on their own enquiries.

3. Permitted Use

You may use this website for lawful purposes only. You must not:

- use the website in any way that is unlawful, misleading or fraudulent
- attempt to gain unauthorised access to the website, server or related systems
- introduce malicious code, viruses or other harmful material
- interfere with the operation, security or functionality of the website
- reproduce, copy, scrape, republish or exploit website content without prior written consent, except as permitted by law

4. Intellectual Property

Unless otherwise stated, all content on this website, including text, graphics, branding, logos, layout, photographs and other material, is owned by or licensed to Tiernan Property Group and is protected by applicable intellectual property laws.

5. Third-Party Links

This website may contain links to third-party websites for convenience only. We do not control, endorse or accept responsibility for the content, security or privacy practices of any third-party website.

6. Privacy

Your use of this website may involve the collection of personal information. Please refer to our Privacy Policy for information about how we collect, use, store and disclose personal information.

7. Liability

To the maximum extent permitted by law, Tiernan Property Group excludes all liability for any loss, damage, cost or expense incurred as a result of access to, use of, or reliance on this website or any content on it.

Where liability cannot be excluded by law, it is limited to the fullest extent permitted by law.

8. Changes

We may update these Terms of Use, or any content on this website, at any time without notice. Your continued use of the website after any change constitutes acceptance of the updated terms.

9. Governing Law

These Terms of Use are governed by the laws of Victoria, Australia. Any dispute arising in connection with this website is subject to the jurisdiction of the courts of Victoria.

10. Contact

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