

PRIVACY COLLECTION NOTICE FOR CUSTOMER DUE DILIGENCE

Exclusive Conveyancing

Exclusive Conveyancing is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act).

This Privacy Collection Notice explains why we collect your personal information, what information we collect, how we collect it, and who we may disclose it to in connection with our legal and regulatory obligations.

Why We Collect Your Information

Exclusive Conveyancing collects personal information to comply with Customer Due Diligence requirements under the Anti-Money Laundering and Counter-Terrorism Financing Act (AML/CTF Act) and to provide conveyancing and settlement services.

We collect your personal information to:

- establish and verify your identity before providing services;
- establish whether you are acting on your own behalf or for another person or entity;
- assess and manage money laundering, terrorism financing, proliferation financing and other compliance risks;
- conduct ongoing customer due diligence where required by law;
- make reports required under the AML/CTF Act;
- maintain records as required by law;
- provide settlement, conveyancing and related property transaction services.

What Personal Information We Collect

The types of personal information we may collect include:

- full name;
- previous names (if applicable);
- date of birth;
- residential and postal address;
- email address;
- telephone number;
- driver's licence details;
- passport details;
- Medicare card details (where required for identity verification);

- company, trust or partnership information;
- Australian Company Number (ACN), Australian Business Number (ABN) and Trust details where applicable;
- bank account details required for settlement transactions;
- information relating to the source of funds or source of wealth where required by AML/CTF obligations.

Sensitive Information

Where required by law, we may collect sensitive information including:

- information relevant to determining whether you are a Politically Exposed Person (PEP);
- information relating to your occupation, business activities or associations where necessary to assess AML/CTF risk and comply with legal obligations.

We will only collect sensitive information where reasonably necessary and permitted by law.

How We Collect Your Information

We generally collect personal information directly from you through:

- client onboarding forms;
- settlement instructions;
- identification documents;
- email correspondence;
- telephone conversations;
- electronic communications;
- face-to-face meetings.

We may also collect information through:

- EasyAML and other third-party identity verification services;
- government-issued identification documents provided by you;
- Landgate and other land title registries;
- ASIC registers and public records;
- financial institutions and lenders;
- legal representatives, accountants, mortgage brokers and real estate agents involved in your transaction;
- individuals authorised to act on your behalf;
- other reliable and independent sources used to verify identity and comply with AML/CTF requirements.

Who We May Disclose Your Information To

To provide our services and comply with legal obligations, we may disclose your personal information to:

- EasyAML and other identity verification providers;
- financial institutions, banks and lenders;
- Landgate;
- RevenueWA;
- the Australian Taxation Office (ATO);
- AUSTRAC;
- legal practitioners and accountants;
- mortgage brokers and finance providers;
- real estate agents involved in your transaction;
- other parties involved in your transaction where disclosure is necessary to complete the services requested by you;
- technology, document management and cloud storage service providers;
- regulatory bodies, law enforcement agencies and government authorities where required by law.

We may also disclose information to third-party service providers engaged to assist Exclusive Conveyancing with compliance, record keeping, identity verification, cybersecurity, document storage and business operations.

Overseas Disclosure

Exclusive Conveyancing primarily stores information within Australia.

However, some third-party technology, cloud storage or software providers may store or process information using infrastructure located outside Australia. Where this occurs, Exclusive Conveyancing takes reasonable steps to ensure that any overseas recipient handles personal information in a manner consistent with Australian privacy laws.

What Happens If You Do Not Provide Your Information

If you do not provide the personal information and identification documents we reasonably require, we may be unable to verify your identity, complete our customer due diligence obligations, act on your instructions, or provide conveyancing and settlement services. In some circumstances, legislation may prohibit us from proceeding with a transaction until the required information has been obtained and verified.

If you do not provide the personal information requested, Exclusive Conveyancing may be unable to:

- verify your identity;
- comply with AML/CTF legislation;
- assess risk associated with providing services;
- act on your instructions;
- complete your property transaction; or
- provide conveyancing and settlement services.

In these circumstances, we may be legally required to refuse or cease providing services.

Storage and Security of Personal Information

Exclusive Conveyancing Conveyancing takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Information may be stored in both electronic and physical formats and is retained for the period required by applicable laws, including AML/CTF record-keeping obligations.

Access and Correction

You may request access to the personal information we hold about you and request correction of inaccurate, incomplete or outdated information.

Requests should be made using the contact details below.

Privacy Complaints

If you have a complaint regarding the handling of your personal information, please contact Exclusive Conveyancing in writing.

We will investigate your complaint and respond within a reasonable timeframe.

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

Contact Us

Privacy Officer

Exclusive Conveyancing

PO Box 4529

HARRISDALE WA 6112

Telephone: 0428 536 246

Email: info@exclusiveconveyancing.com.au

If you have any questions regarding this Privacy Collection Notice or the way we handle personal information, please contact us using the details above.