Our Privacy Policy

About this Privacy Policy

www.phproperty.com.au Pty Ltd (ABN 57 121 254 500) is committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).This policy explains how we collect, use, disclose, store and protect your personal information when you interact with us via our website www.phproperty.com.au and our related services.

What personal information we collect

We may collect the following types of personal information:

- Your name
- Email address
- Phone number
- Home address
- Property details and preferences
- IP address and device/browser information
- Cookies and tracking data
- Financial information (for deposits or payments where relevant)

How we collect your information

We collect personal information when you:

- Complete forms on our website (e.g., contact or enquiry forms)
- Sign up for newsletters or marketing updates
- Interact with us via third-party real estate websites
- Communicate with us by phone, email or in person
- Use our website, which uses cookies, tracking scripts (e.g., Google Analytics, Facebook Pixel), and other technologies for analytics and marketing

Why we collect your information

We collect, hold and use your information to:

- Contact you about your enquiries or requests
- Provide our real estate services
- Send you property updates and newsletters (with your consent)
- Conduct marketing activities, including retargeting ads
- Improve our website, products and services
- Meet legal and insurance obligations

How we store and protect your information

We store your information securely in our customer management systems, including:

- Agentbox
- PropertyMe
- Inspect Real Estate
- 2Apply
- Tapi (for maintenance requests)

Your data is accessible only to authorized staff. We take reasonable steps to safeguard your information from misuse, loss, unauthorized access, modification, or disclosure.

Who we share your information with

We may share your personal information with:

- Our CRM and property management providers (Agentbox, PropertyMe, Inspect Real Estate, 2Apply, Tapi)
- Payment gateways (if you make a payment)
- Email marketing platforms
- IT service providers, website hosting, and other contractors
- Google or Meta (Facebook) for advertising purposes
- Regulatory bodies or law enforcement, if required by law

We do not sell your personal information to third parties.

Cookies and tracking

Our website uses cookies, tracking pixels, and similar technologies to:

- Analyze website usage and performance
- Improve user experience
- Deliver targeted advertising

You can adjust your browser settings to refuse cookies or notify you when they are used.

Cookies and tracking

Our website contains links to third-party websites, including:

- Consumer Affairs Victoria for the Due Diligence Checklist
- 2Apply for rental applications
- Inspect Real Estate for booking inspections
- Tapi for maintenance requests

We are not responsible for the privacy practices of these sites. Please review their privacy policies separately.

Accessing and correcting your personal information

You may request access to or correction of your personal information at any time by contacting us (see details below). We will respond within a reasonable timeframe.

Children

We do not knowingly collect personal information from anyone under 18 years of age. If we become aware we have inadvertently collected such information, we will delete it.

Contact us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact us at:

PH Property Address

29 Mundy Street, Bendigo VIC 3550

Phone 03 5454 1999

Email reception@phproperty.com.au

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The current version will always be available on our website.