

**Certified Practising Real Estate Agents (CPREA) is committed to protecting the privacy of your personal information.**

**CPREA abides by the requirements under legislation relating to privacy—*Privacy Act 1988* and the *National Privacy Principles (NPP)*.**

**The *NPP* and this *Privacy Policy* covers how CPREA manages your personal information with regard to how we collect, use and store your information, how you can gain access to your personal information that we store and under what circumstances we will disclose your information.**

**CPREA reserves the right to modify this *Privacy Policy* from time to time. Changes will be posted on the CPREA website at [www.cprea.com.au](http://www.cprea.com.au) where you can find the latest version of our *Privacy Policy*.**

**★ If you have any questions or would like further information please send your enquiry to email: [admin@cprea.com.au](mailto:admin@cprea.com.au).**

[www.cprea.com.au](http://www.cprea.com.au)

## WHAT IS “PERSONAL INFORMATION”?

‘Personal information’ is defined by the *Privacy Act* to mean information or an opinion, in any form whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Examples include a person’s name and address, telephone number, email address, signature, bank account details, date and place of birth, driver’s licence number.

## NPP1: COLLECTION OF PERSONAL INFORMATION

- CPREA will not collect personal information from you unless that information is necessary for one or more of its functions or activities.
- CPREA will collect personal information only by lawful and fair means and not in an unreasonably intrusive way.
- CPREA will take reasonable steps at or before the time of collection to ensure that you are aware of:
  - who we are and how to contact us;
  - how to gain access to your own information;
  - the purpose for which the information is being collected;
  - any organisation to which we would normally disclose information of that kind;
  - any law that requires the particular information to be collected; and
  - the main consequences for the individual if all or part of the information is not provided.
- CPREA collects information from you in the following ways:
  - When you register your interest on line, apply for CPREA Accreditation, request certain services or products, or otherwise contact or do business with us.
  - Information may be collected from enrolment forms, certified documents, telephone calls, faxes, emails, letters sent by you.
  - Information may be collected from third parties, such as training providers, regarding confirmation of training and ongoing professional development that you have attended, as permitted by you.
- Should CPREA collect information about you from a third party we will take reasonable steps to ensure that the individual is or has been made aware of the matters listed above except to the extent that making the individual aware of the matters would pose a serious threat to the life or health of any individual.
- CPREA collects your personal information so as to:
  - process applications and renewal of your Accreditation;
  - manage your Accreditation;
  - record and maintain your details and profile information;
  - record and maintain details of your ongoing professional development and training, required for compliance with your Accreditation;
  - provide you with details regarding members services, benefits, and training opportunities;
  - notify you about upcoming events;
  - promote you to the general public by providing your professional contact details through an online search;
  - gain feedback from you regarding real estate industry matters, the CPREA Accreditation program, courses available, and of our services or member benefits;
  - provide you with details of current and future benefits or updates of CPREA Accreditation, ongoing benefits and professional development opportunities; and
  - communicate with you.
- CPREA will contact you through your preferred/nominated communication method.

## NPP2: USE AND DISCLOSURE OF PERSONAL INFORMATION

If CPREA uses or discloses your personal information for a purpose (secondary purpose) other than the primary purpose of collection, we will ensure that:

- the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
- you would reasonably expect CPREA to use or disclose the information for the secondary purpose; or
  - you have consented to the use or disclosure for the secondary purpose;
  - the use or disclosure is required or authorised by or under law; or
  - the use or disclosure is otherwise permitted by the *Privacy Act*.

## NPP3: DATA QUALITY AND NPP4: DATA SECURITY

CPREA takes all reasonable steps to ensure that your personal information we collect, use or disclose is accurate, complete and up to date.

CPREA takes reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure. CPREA provides you with electronic access to your own personal CPREA login, where you can modify and update your information.

CPREA commits that no person will have access to your personal information, other than your professional contact details and areas of discipline, without your expressed written permission, or that they require as a CPREA employer, due to their work activities specific to CPREA functions or activities.

CPREA will take reasonable steps to destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the *Privacy Act*.

## NPP5: OPENNESS

CPREA sets out its obligations and commitment to your privacy through its *Privacy Policy*.

*CPREA Privacy Policy* is available on the CPREA website at [www.cprea.com.au](http://www.cprea.com.au).

All CPREA employees are trained in *CPREA Privacy Policy* and the *National Privacy Principles*.

## NPP6: ACCESS AND CORRECTION

CPREA provides you with full access to personal information it holds on request by you and through your member login.

In some circumstances (in accordance with the *Privacy Act*) CPREA may not permit access to your personal information. If this is ever the case, we will provide you with full details for the reasons for this decision.

## NPP7: IDENTIFIERS

CPREA will not use Commonwealth government identifiers (such as Medicare numbers) as its own identifier or your CPREA Accreditation.

CPREA will not disclose your Commonwealth government identifiers unless permitted under the terms of the *Privacy Act*.

CPREA will provide you with a unique CPREA Accreditation number.

## NPP8: ANONYMITY

CPREA will provide you with the option of not identifying yourself when entering into transactions when it is lawful and practicable to do so.

## NPP9: TRANSBORDER DATA FLOWS

CPREA will not transfer your personal information to someone who is in a foreign country, except for that which is available publicly from our website (i.e. your professional contact details).

## NPP10: SENSITIVE INFORMATION

CPREA will not collect sensitive information about you unless for reasons that apply under the *Privacy Act*, such as:

- you consent;
- it is required by law; or
- the collection is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual.

## FURTHER INFORMATION

If you have any questions or complaints about this *Privacy Policy*, please write to:

Attention: Privacy Officer  
CPREA  
PO Box 417  
South Perth WA 6951