Mayo Real Estate Privacy Policy

(Updated 20th October 2026)

1. Our commitment to privacy

Mayo Real Estate ("we", "us" or "our") respects the privacy of our clients and is committed to protecting the personal information entrusted to us.

This Privacy Policy explains how we collect, use, store, disclose, protect and dispose of personal information in the course of providing real estate sales, leasing, residential property management and related services in South Australia.

We aim to handle all personal information responsibly and in accordance with applicable Australian and South Australian legislation, including, where applicable, the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles, the *Residential Tenancies Act 1995 (SA)*, the *Land Agents Act 1994 (SA)* and associated regulations.

The application of particular privacy laws depends on our business activities and circumstances. We will comply with the requirements that apply to us.

2. What personal information do we collect?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Depending on the services provided, we may collect:

- Names, residential addresses, postal addresses, telephone numbers and email addresses.
- Property ownership details and information relating to properties for sale, purchase, lease or management.
- Information contained in agency agreements, contracts, leases and other transaction documents.
- Rental application information and relevant tenancy records.
- Information reasonably required to assess a rental application in accordance with applicable law.
- Banking and payment details required for rental payments, owner disbursements and accounting.
- Employment, income or financial information where lawfully requested and reasonably necessary.
- Identity verification information where required or authorised by law.

- Correspondence, inspection reports, maintenance requests and property-related records.
- Information supplied by referees or other authorised third parties.
- Website enquiries and relevant electronic communications.

We will take reasonable steps to ensure that personal information collected is relevant to our business activities and is not excessive.

We will only collect sensitive information where permitted by law and where the relevant requirements are satisfied.

3. How do we collect personal information?

We may collect information directly from individuals through:

- Telephone calls, emails, letters and face-to-face meetings.
- Property inspections and open homes.
- Rental applications and property management enquiries.
- Agency agreements, contracts, leases and other forms.
- Our website, online enquiry forms and social media channels.

Where reasonably necessary and legally permitted, we may also obtain information from landlords, property owners, buyers, sellers, nominated referees, solicitors, conveyancers, financial institutions, government agencies, public registers and authorised service providers.

Where required by law, we will take reasonable steps to notify individuals about the collection of their personal information, including why it is collected and how it may be used or disclosed.

4. Why do we collect and use personal information?

We collect and use personal information for legitimate real estate business purposes, including:

- Providing sales, leasing and property management services.
- Communicating with clients and responding to enquiries.
- Assessing and administering rental applications in accordance with applicable legislation.
- Preparing and administering agency agreements, contracts and tenancy agreements.

- Marketing properties for sale or lease where authorised.
- Arranging inspections, repairs, maintenance and other property services.
- Managing rental payments, bonds, owner disbursements and accounts.
- Verifying identity and authority where required or reasonably necessary.
- Meeting applicable legal, regulatory, taxation and recordkeeping obligations.
- Managing complaints, disputes, claims and legal proceedings.
- Protecting our clients, property, personnel and business against fraud or unlawful activity.
- Improving our services and business administration.

If information necessary to provide a service is not supplied, we may be unable to provide that service or complete the relevant transaction. Where practicable, we will explain the consequences.

5. Rental applications and tenant information

Mayo Real Estate recognises that rental application information is private and must be handled carefully.

We will comply with applicable South Australian residential tenancy legislation and regulations when collecting, using, disclosing and retaining information about prospective tenants and tenants.

Where required, we will use the prescribed residential tenancy application form and will not require applicants to provide information or supporting documents prohibited by law.

We will only use rental application information for lawful and relevant purposes, including assessing an application, administering a tenancy and meeting applicable legal obligations.

Where information is disclosed to a landlord or property owner for the purpose of assessing an application, we will limit the disclosure to information that may lawfully be shared and is relevant to that purpose.

Where residential tenancy database information is used, we will comply with applicable requirements governing access, accuracy, permitted use, listing, correction and retention.

We will retain and securely dispose of rental application information in accordance with applicable statutory requirements. Where the relevant South Australian retention provisions apply, these include:

- Successful applicants: retaining relevant application information for three years after the end of the tenancy.
- Unsuccessful applicants: destroying relevant application information within 30 days after the premises are let, unless the applicant agrees to retention for up to six months after providing the information.

These periods are subject to the applicable legislation and any relevant exceptions.

6. Disclosure of personal information

We may disclose personal information to third parties where reasonably necessary for our services, where an individual has consented, or where disclosure is otherwise authorised or required by law.

Depending on the circumstances, recipients may include:

- Landlords and property owners.
- Buyers, sellers and prospective tenants, where relevant and authorised.
- Solicitors, conveyancers, accountants and other professional advisers.
- Contractors, tradespeople and maintenance providers.
- Banks, payment processors and insurers.
- Property advertising portals and real estate listing platforms.
- Property management software providers, IT support providers and cloud storage providers.
- Residential tenancy database operators, where lawful.
- Government agencies, regulators, courts and tribunals where authorised or required by law.

We do not sell personal information as a business practice.

We will not disclose personal information to an unrelated third party for an unrelated purpose unless the individual has consented or the disclosure is otherwise permitted or required by law.

Where third parties handle information on our behalf, we will take reasonable steps to ensure that appropriate confidentiality, security and privacy safeguards are in place.

7. Direct marketing

We may use contact details to provide information about our services, properties, enquiries and transactions.

We may also send marketing communications about properties and related services where permitted by law.

We will comply with applicable direct marketing and electronic messaging requirements, including the *Spam Act 2003 (Cth)* where applicable.

Individuals may opt out of marketing communications at any time by contacting us or using the unsubscribe facility provided.

Opting out of marketing will not prevent us from sending essential service-related, contractual or legally required communications.

8. Website and electronic information

When individuals visit our website or use our online services, certain technical information may be collected depending on the technologies used.

This may include IP addresses, browser and device information, website usage data, enquiry details and information collected through cookies or similar technologies.

We may use this information to operate and secure our website, respond to enquiries and improve our services.

Where cookies, analytics or advertising technologies are used, we will manage them in accordance with applicable legal requirements.

Third-party websites linked from our website may have their own privacy policies. Individuals should review those policies before providing personal information to those services.

9. Storage and security

Personal information may be held in electronic databases, property management systems, email accounts, cloud storage, accounting systems and physical files.

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

Our safeguards may include:

- Password protection and restricted system access.
- Secure electronic and physical document storage.
- Confidentiality requirements for personnel.
- Appropriate system updates, backups and security measures.
- Secure destruction of records when no longer required.

Access to personal information is restricted to authorised personnel and service providers who require it for legitimate business purposes.

No electronic storage or transmission method is completely secure. Although we take reasonable precautions, we cannot guarantee absolute security.

10. Data breaches

If we become aware of a suspected or actual data breach, we will take reasonable steps to contain and investigate the incident and reduce the risk of further harm.

Where the *Privacy Act 1988 (Cth)* and the Notifiable Data Breaches scheme apply, we will comply with applicable assessment, notification and reporting obligations, including notifying affected individuals and the Office of the Australian Information Commissioner where legally required.

We will also comply with any other applicable reporting requirements.

11. Overseas storage and disclosure

Some software, email, cloud storage and technology providers may store or process personal information outside Australia.

The countries involved will depend on the providers and services we use.

Where the Australian Privacy Principles apply, we will take the steps required by law before disclosing personal information to overseas recipients.

Individuals may contact us for further information about overseas handling of their personal information.

12. Access to and correction of information

Individuals may request access to personal information we hold about them and may request correction of information that is inaccurate, out of date, incomplete, irrelevant or misleading.

Requests should be made in writing using the contact details in this policy.

We may request reasonable information to verify identity and ensure information is provided only to an authorised person.

We will respond within a reasonable period and in accordance with applicable legal requirements.

Where access or correction is permitted, we will take reasonable steps to provide access or correct the information. If we cannot comply with a request, we will explain the reasons where legally required.

Access may be limited in circumstances permitted by law.

13. Retention and disposal

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, subject to applicable legal, regulatory, contractual and recordkeeping obligations.

Different records may be subject to different retention periods, including tenancy records, financial records, agency agreements, transaction documents and complaints.

When personal information is no longer required and there is no lawful reason to retain it, we will take reasonable steps to securely destroy it or permanently de-identify it.

Paper records will be securely destroyed, and electronic records will be deleted or otherwise securely disposed of where reasonably practicable.

Where specific legislation requires information to be retained for a particular period, that requirement will take precedence.

14. Legal and regulatory obligations

Certain real estate services may be subject to additional legal requirements, including identity verification, recordkeeping and anti-money-laundering obligations.

Where Mayo Real Estate is subject to the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)* or related requirements, we will handle personal information collected for those purposes in accordance with applicable privacy and regulatory obligations.

We will collect and retain identification information only to the extent permitted or required by law and will securely dispose of information when no longer lawfully required.

15. Privacy complaints

We take privacy concerns seriously.

Anyone who believes their personal information has been mishandled may submit a written complaint to Mayo Real Estate using the contact details below.

We will review the complaint, investigate the circumstances, take appropriate corrective action where necessary and provide a response within a reasonable period.

Where the *Privacy Act 1988 (Cth)* applies and an individual is dissatisfied with our response, they may be able to lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

OAIC website: https://www.oaic.gov.au/

Mayo Real Estate Privacy Policy

Telephone: 1300 363 992

For South Australian tenancy matters, individuals may also contact Consumer and Business Services South Australia.

Website: https://www.cbs.sa.gov.au/

16. Anonymity and identification

Where lawful and practicable, individuals may make general enquiries without identifying themselves or may use a pseudonym.

However, identification may be necessary to provide real estate services, assess rental applications, enter into agreements, verify authority or comply with legal obligations.

Where appropriate, we will explain when identification is necessary.

17. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our business practices, technology or applicable legislation.

The current version will be made available upon request and, where applicable, through our website.

The date at the beginning of this document identifies the date of the latest revision.

18. Contact details

For privacy enquiries, access requests, correction requests or complaints, please contact:

Mayo Real Estate

Privacy Contact: The Principal or Privacy Officer

Postal Address: _____

Email: _____

Telephone: _____

Website: _____

Please include “Privacy Enquiry” in the subject line of written correspondence.

19. Our commitment

Mayo Real Estate is committed to treating personal information with care, respect and confidentiality.

Mayo Real Estate Privacy Policy

We aim to collect only information that is reasonably necessary, use and disclose it for legitimate purposes, maintain appropriate security measures and respond responsibly to privacy enquiries and concerns.

We will review our privacy practices periodically to support compliance with applicable Australian and South Australian legislation.

End of Policy

How to save it as a printable PDF

1. Copy or open the document in a word processor such as Microsoft Word or Google Docs.
2. Set the page size to A4, with standard margins and a readable font such as Arial or Aptos at 10.5–11 pt.
3. Select File → Print or File → Download → PDF, depending on your application.
4. Check page breaks and confirm that the contact details section is completed before distributing the policy.

Before publishing: Have a South Australian property-law solicitor review the policy, particularly the tenancy information retention provisions and any anti-money-laundering obligations that apply to your specific services. The policy should reflect your actual systems, providers and practices, rather than simply being adopted as a generic template.