

Privacy Policy

How we handle your personal information

Drift Buyers Agency Pty Ltd trading as Drift Real Estate (ABN 23 747 318 381)

Last updated: 4 September 2026

We know handing over your personal details is a big ask, especially with something as significant as buying, selling, or renting a home. This Privacy Policy explains what personal information we collect, how we use, store, and protect it, and your rights under the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

1. What personal information we collect

Depending on whether you're a buyer, seller, landlord, tenant, or applicant, the information we collect includes:

- **Identity Data:** full name, date of birth, gender, and signature.
- **Contact Data:** residential and billing address, email address, and phone numbers.
- **Verification Data:** driver's licence, passport, visa status, Medicare details, and utility bills, used for identity checks.
- **Biometric Data:** facial verification images or biometric recordings collected through our identity verification provider, First AML, where required for anti-money laundering and counter-terrorism financing (AML/CTF) checks (see section 5 for how long we keep this).
- **Property Data:** ownership details, property history, keys, and security access codes.
- **Financial Data:** bank account details, income proof, payslips, employment history, and financial references, for tenancy or buyer screening.
- **Digital Data:** IP address, website browsing activity, and interactions with our digital marketing.

2. How we collect your personal information

Directly from you, when you:

- visit our website, complete an enquiry form, or subscribe to property alerts
- attend an open home or auction, where an attendance register is legally required
- appoint us to buy, sell, or manage a property (listing or management agreement)
- communicate with us by phone, email, SMS, or social media.

From third parties, such as tenancy databases (e.g. TICA), credit bureaus, public registers, employer references, and identity verification checks carried out through First AML.

3. Why we collect and use your information

- **Property transactions:** facilitating the sale, purchase, auction, lease, or management of property.
- **Client management:** managing our relationship with buyers, sellers, landlords, and tenants.

- **Marketing:** property listings, market updates, and agency news, you can opt out at any time.
- **Vetting:** screening prospective tenants for suitability and financial capability.
- **Compliance:** meeting our obligations under state property law, tax law, and our AML/CTF Program (see section 5).

4. Who we disclose your information to

To deliver our services, we may share your personal information with:

- **Contractors and service providers:** tradespeople, photographers, building inspectors, and tenancy database operators.
- **Legal and financial professionals:** conveyancers, solicitors, mortgage brokers, and financial institutions involved in your transaction.
- **Identity verification providers:** First AML, who carry out identity and biometric verification checks on our behalf as part of our AML/CTF Program.
- **Platform providers:** realestate.com.au, Domain, REIWA, and our CRM software providers.
- **Authorities:** AUSTRAC, and other government, regulatory, or law enforcement bodies, where required by law.

We do not sell your personal information to third parties for marketing purposes.

5. How we store, retain, and delete your information

We hold your personal information in secure electronic databases and, where applicable, protected paper files, with encryption, firewalls, and access controls to prevent unauthorised access, loss, or misuse.

- **General records:** kept only as long as necessary for the purpose they were collected, or as required by state real estate regulatory bodies.
- **AML/CTF records:** under our AML/CTF Program, customer due diligence and transaction records are kept for 7 years after the end of the relevant business relationship or transaction.
- **ID and biometric data:** identification documents and biometric recordings collected for AML/CTF verification are deleted automatically 90 days after the relevant matter is completed, via our First AML account, unless we're legally required to keep them for longer.

6. Western Australia-specific privacy and property rules

As Drift Real Estate operates in Western Australia, we also handle personal information in line with the *Residential Tenancies Act 1987* (WA), the *Real Estate and Business Agents Act 1978* (WA), and guidance from WA Consumer Protection, where applicable.

- **Tenancy databases:** where we use a residential tenancy database, it's only for lawful tenancy screening. Where WA law requires it, we'll tell applicants which database may be searched, and give tenants the required notices and the chance to review, dispute, correct, or request removal of inaccurate or unfair listings.

- **Open homes, inspections, and entry notices:** for rental properties, entry and inspections are handled in line with WA requirements, including written notice where required and reasonable limits on access. We only collect attendance, photo, video, or access information where reasonably necessary.
- **Photographs and videos:** we take reasonable steps to avoid capturing unnecessary personal information in property photos or videos, including people, identifying documents, personal possessions, or security information, unless required for the service or authorised by the relevant person.
- **Identity and verification documents:** we only ask for what's reasonably necessary for the relevant transaction, tenancy assessment, verification, or compliance purpose. Government-related identifiers are never adopted as our own.
- **Records and regulator requests:** we may retain and disclose information where required for WA real estate licensing, trust accounting, tenancy, audit, dispute resolution, or regulatory obligations, including requests from Consumer Protection, courts, tribunals, or other lawful authorities.

7. Accessing and correcting your information

You can ask to access the personal information we hold about you, and request a correction if it's inaccurate, outdated, or incomplete. Contact our Privacy Officer using the details in section 8. We'll respond within a reasonable timeframe, usually 30 days. There's no charge for making a request, though we may charge a reasonable fee for providing access to complex records.

8. Complaints and contact information

If you believe we've breached the Australian Privacy Principles, or want to raise a concern about how your information was handled, please contact our Privacy Officer:

- **Contact person:** John Stratton, Licensee
- **Email:** hello@driftrealestate.com.au

We take every complaint seriously and will investigate promptly. If you're not satisfied with our response, you can escalate the matter to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

9. Updates to this policy

We review this policy regularly and update it as our practices change. The date at the top of this document reflects the most recent update, and we keep previous versions for 7 years.