

Privacy Policy – Bowmaker Property (QLD)

1. What is Personal Information?

In this Privacy Policy, “Personal Information” has the meaning given under the *Privacy Act 1988 (Cth)* (“the Act”). It refers to any information or opinion that identifies you, or from which you can reasonably be identified.

This may include your name, address, date of birth, contact details, identification documents, financial details, and information relating to property ownership or transactions.

2. What Personal Information do we collect?

Bowmaker Property collects Personal Information relevant to the delivery of real estate and property management services in Queensland.

Vendors, Buyers, Landlords and Investors

We may collect:

- Name, address, phone number and email
- Date of birth and identification documents (e.g. driver’s licence, passport)
- Property ownership, title and transaction details
- Financial details relevant to a transaction
- Property preferences and requirements

Tenants and Applicants

We may also collect:

- Employment and income details
- Rental history
- Personal and financial references
- Identification and verification documents

AML/CTF Identification (from 2026)

To comply with upcoming Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) obligations, we may also collect:

- Identity verification information
- Source of funds / source of wealth information
- Beneficial ownership details (for entities, trusts, or companies)
- Transaction purpose and risk-related information

We may request additional information where required to comply with legal or regulatory obligations.

3. How do we collect Personal Information?

We collect Personal Information directly from you wherever practicable, including when you:

- Enquire about a property
- Enter into a Form 6 (Appointment to Act)
- Submit an offer, tenancy application, or contract
- Communicate with our team

We may also collect information from:

- Titles Registry and property databases
 - Government bodies and regulatory authorities
 - Credit reporting bodies and tenancy databases
 - Referrals from clients or third parties
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4. What happens if we cannot collect your information?

If you do not provide required Personal Information, we may be unable to:

- Act on your behalf in a real estate transaction
 - Process offers, contracts, or tenancy applications
 - Comply with legal obligations under QLD or Commonwealth law
 - Provide relevant property services or advice
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5. Why do we collect, hold and use your information?

We collect, hold and use Personal Information to:

- Provide sales, leasing, and property management services
 - Comply with the *Property Occupations Act 2014 (QLD)* and related regulations
 - Meet trust accounting, contract, and disclosure obligations
 - Verify identity and manage transaction risk
 - Comply with AML/CTF legislation (including customer due diligence and reporting)
 - Facilitate related services (e.g. conveyancing, finance, inspections)
 - Maintain client records and communication
 - Provide marketing and property updates (where permitted)
 - Improve our services and business operations
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6. AML/CTF Compliance (Important)

From 2026, real estate agents in Australia are expected to be regulated under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)*.

As part of our compliance obligations, Bowmaker Property may:

- Verify your identity before entering into transactions
- Conduct risk assessments on clients and transactions
- Collect information about the source of funds and purpose of transactions
- Monitor transactions for suspicious activity
- Report certain transactions or activities to AUSTRAC

We are legally required to retain certain records and may be prohibited from disclosing some AML-related actions (e.g. "tipping off" restrictions).

7. Direct Marketing

We may send you information about:

- Property listings
- Market updates
- Services relevant to your interests

These communications may be sent via email, SMS, phone, or post in accordance with the *Spam Act 2003 (Cth)*.

You may opt out at any time using unsubscribe links or by contacting us.

8. Website and Cookies

Our website may use cookies to:

- Improve your browsing experience
- Analyse website traffic
- Tailor content and marketing

Cookies do not personally identify you but may identify your browser or device.

Internet transmission carries inherent risks and cannot be guaranteed to be fully secure.

9. Anonymity

You may interact with us anonymously in limited circumstances (e.g. browsing our website for example).

However, for transactions involving:

- Sale or purchase of property
- Leasing or tenancy agreements
- Appointment under a Form 6

you will be required to provide identification and Personal Information under Queensland and Commonwealth laws.

10. Access and Correction

You may request access to your Personal Information at any time.

We will:

- Respond within a reasonable timeframe
- Provide access where permitted
- Correct inaccurate or incomplete information

We may charge a reasonable administrative fee for access.

11. Disclosure of Personal Information

We may disclose your Personal Information to:

- Employees, agents, and contractors
- Legal representatives, conveyancers, and advisors
- Property service providers (photographers, trades, marketing agencies)
- Tenancy databases and credit agencies
- Government authorities (e.g. Titles Registry, bond authorities)
- AUSTRAC and other regulatory bodies (where required)
- IT systems, CRM platforms, and data storage providers

Some of these parties may be located overseas.

We take reasonable steps to ensure all third parties comply with privacy obligations.

12. Data Security

We take reasonable steps to protect Personal Information from:

- Misuse, loss, or unauthorised access
- Modification or disclosure

This includes secure digital systems, restricted access, and internal procedures.

Where information is no longer required, it will be securely destroyed or de-identified.

13. Contact Us

For privacy enquiries, access requests, or complaints:

Bowmaker Property

5/8 Wills Street, North Lakes Q 4509

07 3480 5366

info@bowmaker.com.au

14. Complaints

If you have a complaint, please contact us first.

If unresolved, you may contact:

Office of the Australian Information Commissioner (OAIC)

GPO Box 5218, Sydney NSW 2001

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

15. Updates to this Policy

This Privacy Policy may be updated from time to time. The latest version will be published on our website.

Last updated: 2nd June 2026