

Privacy Policy and Confidential Information

We promise to you that will :-

1. Only collect only what is necessary to do our job professionally and thoroughly
- no more, no less.

An example of this is that we will never record a Client's ethnicity, religion, sexual orientation, etc. as it is not relevant to a Contract/Purchase. We will never reveal to the Vendor's selling agent details of where you as a Purchaser work or the nature or strength of that employment as it is not necessary for them to know any of that information. Further, allowing such information to be known by the Vendor's side reduces our bargaining power for you – which we will never allow to happen.

2. Keep all Personal Information Secure

For example, if a Client is using Melbourne Buyers Advocates as Buyers Agent, but not using Stonnington Conveyancing for the resultant Settlement, there is separation between the two businesses and there is no need for either business to be aware of the activities of the other unless the Client is using both Businesses. All files are kept in lockable cabinets, and the Offices of Melbourne Buyers Advocates is protected by double deadlocks front and rear, and a 24/7 Monitored Alarm System for Break-ins and Hardwired Fire/Smoke detectors.

3. Have a readily available Privacy Policy including for Handling Complaints (if any) about Privacy Issues.

These are both stored on the Melbourne Buyers Advocates Website and referred to in our Authority to Act. If you as a Client want a hard copy of these, they can be downloaded.

4. Upon "expiry" of old files, Dispose of them Securely and Confidentially

Retain your file for a minimum of Seven (7) Years, but when it is lawful to dispose of old files from archive (currently, 7 years after Settlement), we pay for a professional Secure Destruction company to "pulp" them from a promptly collected lockable bin.