

Ross & Singh Real Estate

1. Introduction

At Ross & Singh Real Estate, we take your privacy seriously. This Privacy Policy outlines how we collect, use, share, and protect your personal information when you interact with our website and services. We comply with the **Privacy Act 2020** and the **Real Estate Agents Act 2008**.

2. Information We Collect

We may collect the following types of information:

- Contact details (e.g. name, phone number, email address)
- Property preferences and enquiries
- Marketing engagement and communication history
- Information required for legal and regulatory compliance (such as AML checks)

3. Purpose of Collecting Your Information

Your personal information is used to:

- Respond to your enquiries
- Manage property listings and conduct appraisals or sales
- Meet legal and regulatory obligations

4. Anti-Money Laundering (AML) Compliance

As required by law, we may collect and verify personal details to comply with AML regulations. This can include confirming your identity and, in some cases, verifying your financial information.

5. Marketing & Communications

With your consent, we may send you newsletters, property updates, and marketing material. You may unsubscribe at any time. We do not sell or share your personal information with third parties for their marketing purposes.

6. Sharing of Personal Information

We may share your information with:

- Bower Real Estate staff
- Service providers and contractors assisting us
- Solicitors and other professionals involved in property transactions
- The Real Estate Authority (REAA) and other regulators, where legally required

All third parties handling your data must safeguard it appropriately.

7. Cookies & Analytics

Our website uses cookies and analytics tools to enhance your browsing experience and improve performance. You may control or disable cookies through your browser settings.

8. Accessing and Correcting Your Information

You have the right to request access to, or correction of, your personal information at any time. Please contact us at ally.ross@bower.co.nz/dilpreet.singh@bower.co.nz for assistance.

9. Data Storage & Security

We store your data securely and take steps to protect it against unauthorised access, loss, or misuse. Some information may be stored on reputable cloud-based platforms.

10. Updates to This Policy

We may review and update this Privacy Policy from time to time. Any changes will be published on our website and will take effect immediately upon posting.

Licensed Sales Person REAA 2008 – Bower Real Estate Limited