

HAUS Valuation & Advisory

Privacy Policy

Effective date: June 2026

1. Introduction

HAUS Valuation & Advisory ("HAUS", "we", "us", or "our") is committed to protecting the privacy of individuals who visit our website (hausvaluations.com.au) or engage our valuation and advisory services. This Privacy Policy explains how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By using our website or engaging our services, you consent to the collection and use of your information as described in this policy.

2. What Personal Information We Collect

We may collect the following types of personal information:

- Contact details — name, email address, phone number
- Property information — address, ownership structure, intended use of valuation
- Business information — company name, ABN, professional role (where relevant)
- Technical data — IP address, browser type, pages visited, time on site (via cookies and analytics tools)

We do not collect sensitive information unless it is directly relevant to a valuation engagement and you have provided it voluntarily.

3. How We Collect Personal Information

We collect personal information in the following ways:

- Directly from you — when you submit an enquiry via our website contact form, email us, or engage our services
- Automatically — when you browse our website, through cookies and analytics tools (such as Google Analytics)
- From third parties — where permitted by law, from public property data sources and registries for the purpose of completing a valuation

4. Why We Collect and Use Personal Information

We collect and use personal information to:

- Respond to enquiries and provide valuation and advisory services
- Prepare, issue, and deliver valuation reports
- Comply with legal and professional obligations (including ATO, API, and auditor requirements)
- Improve our website and service delivery
- Send relevant service updates or follow-up communications (you may opt out at any time)

We will not use your personal information for purposes other than those listed above without your consent, unless required or permitted by law.

5. Disclosure of Personal Information

We may disclose your personal information to:

- Third-party service providers who assist us in delivering our services (e.g. cloud storage, accounting software), bound by confidentiality obligations
- Professional advisers such as auditors or legal counsel where required
- Government or regulatory bodies where required by law

We do not sell, rent, or trade your personal information to third parties for marketing purposes.

6. Storage and Security

Your personal information is stored securely using reputable cloud-based platforms. We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure. While we take these precautions, no data transmission over the internet can be guaranteed to be 100% secure.

7. Cookies and Analytics

Our website may use cookies and third-party analytics tools (such as Google Analytics) to understand how visitors use our site. You can disable cookies through your browser settings; however, some features of our website may not function as intended if you do so.

8. Access and Correction

You have the right to request access to the personal information we hold about you, and to request corrections if it is inaccurate, incomplete, or out of date. To make a request, please contact us using the details below. We will respond to access requests within 30 days.

9. Complaints

If you believe we have handled your personal information inconsistently with this policy or the Australian Privacy Principles, please contact us in the first instance. If unsatisfied, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

10. Contact Us

HAUS Valuation & Advisory | Email: joel@hausvaluations.com.au | Website: hausvaluations.com.au

11. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be published on our website with an updated effective date.