CANDID PROPERTY — Privacy Policy

Effective date: 29 September 2025

Who we are: Candid Property Pty Ltd (ABN: 91 682 820 471). We respect your privacy. This Policy explains how we collect, use, disclose and protect personal information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1) What we collect

- Identity & contact (name, email, phone, suburb/postcode, state/territory).
- Service & eligibility (optional): ADF status, target area, timeframe, finance readiness.
- Communications (messages, booking details, feedback).
- Technical (IP, device/browser, pages viewed, referrer) via cookies/pixels.
- Marketing preferences and basic admin/payment data where applicable.

2) How we collect it

- Directly via Meta Lead Ads, our websites/funnels (e.g., leads.candidproperty.com.au), booking pages, email/SMS, phone or in person.
- Automatically via cookies and pixels (e.g., Meta Pixel, analytics tools).
- From third■party tools you interact with (CRM, booking, analytics or ad platforms).

3) Why we use it

- Provide services and Strategy Sessions (including ADF entitlements guidance).
- Respond to enquiries, book calls, and deliver requested info.
- Personalise content; measure and improve campaigns and user experience.
- Run the business (admin, security, compliance).

4) Disclosures

- Service providers (CRM, email/SMS, booking, analytics, hosting).
- Advertising platforms (Meta) and professional advisers.
- As required by law. We do not sell personal information.

5) International handling

- Some providers store/process data outside Australia; we take reasonable steps for protection consistent with the APPs.

6) Security & retention

- Reasonable safeguards applied; retain only as long as needed then de■identify or securely destroy.

7) Your choices

- Access/correction on request.
- Opt out of marketing (unsubscribe or reply STOP to SMS).
- Manage cookies in your browser (site features may be affected).

8) Cookies & pixels

- We use cookies/pixels (including Meta Pixel) to understand usage and deliver/measure ads.

9) Third■party links

- Not responsible for third■party privacy practices; review their policies.

10) Children

- Services not directed to children.

11) Changes

- We may update this Policy periodically; the effective date reflects the latest revision.

12) Contact & complaints

- Email: jason@candidproperty.com.au
- Post: Privacy Officer, Candid Property Pty Ltd, 104 Currajong Place, Brassall QLD 4305, Australia.
- If unresolved, contact the OAIC at www.oaic.gov.au.