

ARGUS Auctioneers and Valuers PTY LTD – PRIVACY POLICY

1. General

The *Privacy Act 1988* (Cth) (**Privacy Act**), and the Australian Privacy Principles (**APP**) govern the way in which we must manage your personal information and this Privacy Policy sets out how we collect, use, disclose and otherwise manage personal information about you.

In this Privacy Policy, **Argus Auctioneers, we, us** or **our** means Argus Auctioneers and Valuers Pty Ltd ACN 683 296 755 as trustee for the Argus Auctions Trust ABN 40 381 516 210, trading as ARGUS Auctions. This website and our social media sites (**Site or Sites**) are operated by [Click or tap here to enter text](#). Argus Auctioneers. Our website is available at: www.ArgusAuctions.com.au and may be available through other addresses or channels.

2. Collection

2.1 Types of Information Collected

- (a) We may collect and hold personal information about you, that is information that can identify you, and is relevant to providing you with the services you are seeking.
- (b) Examples of the types of personal information we may collect about you include (but are not limited to):
 - your name;
 - images of you;
 - your contact details, including email address, mailing address, street address and/or telephone number;
 - your age and/or date of birth;
 - your credit card details;
 - your demographic information, such as postcode;
 - your occupation;
 - your bank account details;
 - proof of your identity (including, for example, copies of your Australian Driving Licence or Australian Government-issued ID or International Passport) and details contained in the respective document, such as:
 - type of document;
 - document issuer;
 - document numbers;
 - effective dates;
 - photographic images of you; and
 - signatures
 - your preferences and/or opinions;

- information you provide to us through customer surveys;
 - details of products and services we have provided to you and/or that you have enquired about, and our response to you;
 - your browser session and geo-location data, device and network information, statistics on page views and sessions, acquisition sources, search queries and/or browsing behaviour;
 - information about your access and use of our Site, including through the use of internet cookies, your communications with our Site, the type of browser you are using, the type of operating system you are using and the domain name of your internet service provider;
 - additional personal information that you provide to us, directly or indirectly, through your use of our Site, associated applications, associated social media platforms and/or accounts from which you permit us to collect information; and
 - any other personal information requested by us and/or provided by you or a third party.
- (c) We may collect these types of personal information directly from you or from third parties.
- (d) In collecting and holding personal information about you, we may also collect sensitive information. Sensitive information is a subset of personal information. Sensitive information may include your earning capacity or credit history. We take additional care in our collection and handling of sensitive information.
- (e) We may also create and maintain records of individuals utilising our products and services in accordance with any applicable legal and professional obligations. Where applicable, this may require us to collect your personal information under State and Territory legislation. Nothing in this Privacy Policy limits, or is intended to operate inconsistently with, any legal and professional obligations applicable to us.
- (f) The above noted types of information collected is not an exhaustive list. We may need to collect additional information about you from time to time to provide products or services to you.
- (g) You might also need to provide us with personal information about other individuals in certain circumstances. If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them about this Privacy Policy. If you provide us with sensitive information about other individuals, please ensure that the individual or the individual's representative is aware of the disclosure and that he or she consents to the disclosure to us as well as to the handling of their personal information in accordance with this Privacy Policy.

2.2 Purpose of Collection

- (a) The type of personal information that we collect and hold about you depends on your interaction with us.
- (b) Generally, we will collect, use and hold your personal information:

- to enable you to access and use our Site, associated applications and associated social media platforms;
- to contact and communicate with you;
- to facilitate our internal business operations, including the fulfilment of any legal requirements;
- to verify your identity or allow our identity agent to verify your identity on our behalf;
- for analytics, market research and business development, including to operate and improve our Site, associated applications and associated social media platforms;
- to run competitions and/or offer additional benefits to you;
- for advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you;
- to comply with our legal obligations and resolve any disputes that we may have;
- to consider your employment application;
- to answer your questions, provide you with generalised information in respect of our services and other associated matters or consider and respond to requests or complaints made by you;
- to provide other products or services to you or someone else you know;
- to issue tax invoices for the products or services we may provide to you from time to time;
- to provide you with information about other services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you; and
- to analyse our services and customer needs with a view to developing new or improved services.

2.3 Method of Collection

- (a) Personal information will generally be collected directly from you through:
- the use of any of our standard forms (such as when you complete a customer account or registration form, enter into an agreement with us, contact us with a query or request or submit your details through our website or by email);
 - requests for copies of your photographic identification documents for the purpose of identity verification;
 - conversations with our staff (by phone, in person or electronically); or
 - your use of our Sites (see below under heading '**Internet Users**') or customer service lines.
- (b) We may also collect information other than directly from you, for example from:
- third parties such as our related entities, business partners, or your representatives;

- publicly available sources of information;
 - our records of how you use our services; and
 - the third parties we list in the section of this Privacy Policy with the heading **‘Use and Disclosure’**.
- (c) If you choose not to provide certain information about you, we may not be able to provide you with the products or services you require, or the level of service on which we pride ourselves.
- (d) If the personal information you provide to us is incomplete or inaccurate, we may be unable to provide you, or someone else you know, with the products or services you, or they, are seeking.

2.4 Internet Users

- (a) If you access our Sites, we may collect additional personal information about you in the form of your IP address and domain name.
- (b) Our Sites use cookies. The main purpose of cookies is to identify users and to prepare customised web pages for them. Cookies do not identify you personally, but they may link back to a database record about you. We use cookies to monitor usage of our website(s) and to create a personal record of when you visit our website(s) and what pages you view so that we may serve you more effectively. Cookies also allow third parties, such as Google and Facebook, to cause our advertisements to appear on your social media and online media feeds as part of our retargeting campaigns. If and when you choose to provide our Site with personal information, this information may be linked to the data stored in the cookie.
- (c) The cookies we set include (but are not limited to):
- **Account related cookies:** If you create an account with us then we will use cookies for the management of the signup process and general administration. These cookies will usually be deleted when you log out, however, in some cases they may remain afterwards to remember your site preferences when logged out.
 - **Login related cookies:** We use cookies when you are logged in so that we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.
 - **Orders processing related cookies:** This Site offers e-commerce or payment facilities and some cookies are essential to ensure that your order is remembered between pages so that we can process it properly.
 - **Site preferences cookies:** In order to provide you with a great experience on this Site we provide the functionality to set your preferences for how this Site runs when you use it. In order to remember your preferences we need to set cookies so that this information can be called whenever you interact with a page that is affected by your preferences.

- Third Party Cookies: In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this Site. Third party analytics are used to track and measure usage of this Site so that we can continue to produce engaging content. These cookies may track things such as how long you spend on the Site or pages you visit which helps us to understand how we can improve the Site for you.
- (d) We may use web beacons on our Sites from time to time. Web beacons (also known as Clear GIFs) are small pieces of code placed on a web page to monitor the visitor's behaviour and collect data about the visitor's viewing of a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.
- (e) Our Sites may contain links to other websites. We are not responsible for the privacy practices of linked websites and linked websites are not subject to our privacy policies and procedures.

3. Identity Verification

- (a) Please be aware that we use third party identity verification agents and the Document Verification Service (**DVS**) to verify a customer's identity by confirming that the details on their identity document match the government's records. The DVS can also confirm that the details are still valid and not expired or cancelled. We do not give you the option of dealing with us anonymously, or under a pseudonym. This is because it is impractical, and, in some circumstances, illegal for us to deal with individuals who are not identified.
- (b) In order to utilise our services, you will first be required to disclose/consent to the disclosure of your personal identification documents to our third-party identity verification agent (as appointed from time to time) and consent to your information being verified against the DVS.
- (c) If we are unable to verify your identity to a standard which allows us to comply with our legal obligations or standard business practices, we will be unable to provide our services to you.

4. Use and disclosure

- (a) Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above) or for purposes which are directly related to one or more of our functions and activities. This means that we may disclose personal information about you for purposes required for the administration and operation of our business, including (but not limited) to:
- third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, identity verification agents, data storage, web-hosting and server providers, debt collectors, maintenance or problem-solving providers, marketing or advertising providers, professional advisors and payment systems operators;

- our third party bidding platform, www.bidsonline.com.au;
 - our employees, contractors and/or related entities;
 - our existing or potential agents or business partners;
 - sponsors or promoters of any competition we run;
 - anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;
 - courts, tribunals and regulatory authorities, in the event you fail to pay for goods or services we have provided to you;
 - courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights;
 - third parties, including agents or sub-contractors, who assist us in providing information, products, services or direct marketing to you. This may include parties located, or that store data, outside of Australia; and
 - third parties to collect and process data, such as Google Analytics or other relevant businesses. This may include parties that store data outside of Australia.
- (b) We may also disclose personal information about you to:
- third party product or service providers, who assist us in operating our business (including to assist us in providing you with the products and/or services that you have requested or have expressed an interest), and these service providers may not be required to comply with our Privacy Policy; and
 - our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions.
- (c) We may store personal information overseas. Where we disclose your personal information to the third parties listed above, these third parties may also store, transfer or access personal information outside of Australia. Unless we seek and receive your consent to an overseas disclosure of your personal information, we will only disclose your personal information to countries with laws which protect your personal information in a way which is substantially similar to the Australian Privacy Principles and/or we will take such steps as are reasonable in the circumstances to require that overseas recipients protect your personal information in accordance with the Australian Privacy Principles.

5. How we treat personal information that is also sensitive information

Sensitive information is a subset of personal information that is given a higher level of protection under the Australian Privacy Principles. **Sensitive information** means information relating to your racial or ethnic origin, political opinions, religion, trade union or other professional associations or memberships, philosophical beliefs, sexual

orientation or practices, criminal records, health information or biometric information. Your sensitive information will be used by us only:

- for any purposes you consent to;
- for the primary purpose for which it is collected;
- for secondary purposes that are directly related to the primary purpose for which it was collected, including disclosure to the above listed third parties as reasonably necessary to provide our services to you;
- to contact emergency services, or to speak with your family, partner or support person where we reasonably believe there is a serious risk to the life, health or safety of you or another person and it is impracticable for us to obtain your consent; and
- if otherwise required or authorised by law.

6. How we use your information for direct marketing

- (a) We may also use your information so that we, our related entities, and other business partners can promote and market products, services and special offers that we think will be of interest to you (which may include products, services and offers provided by a third party). This marketing may be carried out in a variety of ways (including by email, SMS/MMS, or social media) and may continue after you cease acquiring any products or services from us until you opt-out.
- (b) We may from time to time use your sensitive information to contact you to tell you about products or services we believe may be of interest to you (including third-party products or services).
- (c) We acknowledge and respect our customers' choice to 'opt-out' of direct marketing communication activities undertaken by us. You may opt out of direct marketing communications at any time by contacting via email at info@argusauctions.com.au.
- (d) You can also unsubscribe from marketing emails by clicking the unsubscribe link on the footer of the email communication you have received.

7. How we hold your personal information

- (a) We are committed to ensuring that the personal information we collect is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.
- (b) Any bank or credit card details you provide and that we store will be encrypted, and any tax invoices we issue to you will not display your full bank or credit card details, for your added protection.
- (c) If we no longer need your personal information for the purposes for which it was collected or for purposes which are directly related to one or more of our functions and activities, we will take reasonable steps to securely destroy it or permanently

remove all identifying features from that information. This obligation is subject to any legal requirement or court order to retain the information.

- (d) We cannot guarantee the security of any information that is transmitted over the internet. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

8. How you can access your personal information

- (a) You may access the personal information we hold about you, upon making a written request. In order to protect your personal information we may require identification from you before releasing the requested information.
- (b) We take all reasonable steps to ensure that the personal information we hold, use and disclose is accurate, complete and up to date.
- (c) If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately.
- (d) We will take reasonable steps to correct the information so that it is accurate, complete and up to date.
- (e) If you wish to access any of your personal information that we hold or would like to correct any errors in that information, please contact us using the contact details set out in the '**Contact**' section of this Privacy Policy, so that we can consider and respond to your request. We may apply an administrative charge for providing access to your personal information in response to a request.
- (f) In certain circumstances, as set out in the Privacy Act, we may refuse to provide you with personal information that we hold about you.

9. Complaints

If you believe that we have breached the Australian Privacy Principles and wish to make a complaint, please contact us using the details below and provide us with full details of the alleged breach. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint.

If you are unhappy with the way that we handle your complaint you may make your complaint to the Office of the Australian Information Commissioner.

10. Your rights and controlling your personal information

Choice and consent: Please read this Privacy Policy carefully. By providing personal information to us, you understand we will collect, hold, use and disclose your personal information in accordance with this Privacy Policy. You do not have to provide personal

information to us, however, if you do not, it may affect your use of this Site or the products and/or services offered on or through it.

Information from third parties: If we receive personal information about you from a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such person's consent to provide the personal information to us.

Restrict: You may choose to restrict the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us using the details below.

Unsubscribe: To unsubscribe from our e-mail database or opt-out of communications (including marketing communications), please contact us using the details below or opt-out using the opt-out facilities provided in the communication.

11. Amendments

We may, at any time and at our discretion, vary this Privacy Policy by publishing the amended Privacy Policy on our Site. We recommend you check our Site regularly to ensure you are aware of our current Privacy Policy.

12. Contact

For any questions and notices, please contact us at:

ARGUS Auctioneers and Valuers PTY LTD, for the Auctions Unit Trust ABN: 40 381 516 210

Email: info@argusauctions.com.au

Last update: 18th March 2025

Privacy Collection Notice

Privacy and Confidentiality

This collection notice outlines how Argus Auctioneers and Valuers Pty Ltd ACN 683 296 755 as trustee for the Argus Auctions Trust ABN 40 381 516 210, trading as ARGUS Auctions and its related entities (referred to in this document as 'we', 'us' or 'our') collects and handles your personal information in compliance with the *Privacy Act 1988* (Cth) (**Privacy Act**).

We are committed to ensuring the confidentiality and security of your personal information and manage your personal information in accordance with our Privacy Policy, which is available [here](#).

We will collect and use information about you during the course of your relationship with us. We explain below when and how we may collect, use and disclose this information.

It is important that the information we hold about you is up to date. Failing to alert us to changes in the information you have provided may mean that we are unable to provide you with the services or products you require or may mean that we are unable to provide you with the quality of service on which we pride ourselves.

Collection, use and disclosure of information

USE:

We may use the information we collect about you for the following purposes:

- to enable you to access and use our Site, associated applications and associated social media platforms;
- to contact and communicate with you;
- to verify your identity (including, for example, by sighting and cross-checking copies of your Australian Driving Licence or Australian Government-issued ID or International Passport with government data bases (or having our third-party identity verification agent do so on our behalf));
- facilitating our internal business operations, including the fulfilment of any legal requirements for internal record keeping and administrative purposes;
- for analytics, market research and business development, including to operate and improve our Site, associated applications and associated social media platforms;
- to run competitions and/or offer additional benefits to you;

- for advertising and marketing, including to send you promotional information about our products and services and information about third parties that we consider may be of interest to you;
- to comply with our legal obligations and resolve any disputes that we may have; and
- to consider your employment application;
- answering your questions, providing you with generalised information in respect of our services and other associated matters or considering and responding to requests or complaints made by you;
- providing other products or services to you or someone else you know;
- issuing tax invoices for the products or services we may provide to you from time to time;
- providing you with information about other services that we, our related entities and other organisations that we have affiliations with, offer that may be of interest to you;
- analysing our services and customer needs with a view to developing new or improved services.

DISCLOSURE:

We may disclose the information we collect about you to:

- third party service providers for the purpose of enabling them to provide their services, including (without limitation) IT service providers, identity verification agents, data storage, web-hosting and server providers, debt collectors, maintenance or problem-solving providers, marketing or advertising providers, professional advisors and payment systems operators;
- our third party bidding platform, www.bidsonline.com.au
- our employees, contractors and/or related entities;
- our existing or potential agents or business partners;
- sponsors or promoters of any competition we run;
- anyone to whom our business or assets (or any part of them) are, or may (in good faith) be, transferred;

- courts, tribunals and regulatory authorities, in the event you fail to pay for goods or services we have provided to you;
- courts, tribunals, regulatory authorities and law enforcement officers, as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights;
- third parties, including agents or sub-contractors, who assist us in providing information, products, services or direct marketing to you. This may include parties located, or that store data, outside of Australia; and
- third parties to collect and process data, such as Google Analytics or other relevant businesses. This may include parties that store data outside of Australia.

We may also disclose personal information about you to:

- third party product or service providers, who assist us in operating our business (including to assist us in providing you with the products and or services that you have requested or have expressed an interest), and these service providers may not be required to comply with our Privacy Policy; and
- our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions.

Your personal information will not be shared, sold or disclosed other than as described in this collection notice.

IDENTITY VERIFICATION

- Please be aware that we use third party identity verification agents and the Document Verification Service (DVS) to verify a customer's identity by confirming that the details on their identity document match the government's records. The DVS can also confirm that the details are still valid and not expired or cancelled. We do not give you the option of dealing with us anonymously, or under a pseudonym. This is because it is impractical, and, in some circumstances, illegal for us to deal with individuals who are not identified.
- In order to utilise our services, you will first be required to disclose/consent to the disclosure of your personal identification documents to our third-party identity verification agent (as appointed from time to time) and consent to your information being verified against the DVS.

- If we are unable to verify your identity to a standard which allows us to comply with our legal obligations or standard business practices, we will be unable to provide our services to you.

Absence of relevant information

If you do not provide some or all of the information requested, we may be unable to provide you with a product or service.

Information required by law

We may be required by relevant laws to collect certain information from you. Details of laws that require us to collect information about individuals (personal information) and why these laws require us to collect personal information are contained in our Privacy Policy.

Providing your information to others

We may provide your information to:

- our employees, related bodies corporate, contractors or external service providers for the proper provision of our services and products, the operation of the website or our business, fulfilling requests by you, and otherwise provide products and services to you, including without limitation, web hosting providers, IT systems administrators, mailing houses, newsagents, couriers, payment processors, photographic analysers, data entry service providers, electronic network administrators, debt collectors, and professional advisers such as accountants, solicitors, business advisors and consultants;
- our third-party identity verification agents;
- our existing or potential agents, business partners or joint venture entities or partners;
- our sponsors, or promoters of any competition that we conduct or promote via our services;
- specific third parties authorised by you to receive information held by us; and
- as required or permitted by any law (including the Privacy Act).

If you do not want us to tell you about products or services, you may contact us via the following details:

Email: info@argusauctions.com.au

While we are unlikely to do so, we may disclose information to recipients (including service providers and our related entities) which are (1) located outside Australia and/or (2) not established in or do not carry-on business in Australia.

Privacy Policy

Our Privacy Policy is available [here](#) and contains information about:

- the circumstances in which we may collect personal information from other sources (including from a third party);
- how to access personal information and seek correction of personal information; and
- how you can raise concerns that we have breached the Privacy Act or an applicable code and how we will deal with those matters.

Collecting sensitive information

In collecting and holding personal information about you, we may also collect sensitive information. Sensitive information is a subset of personal information. Sensitive information may include your earning capacity and credit history. We take additional care in our collection and handling of sensitive information.

Your sensitive information will be used by us only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose;
- in the context of direct marketing as described in our Privacy Policy;
- with your consent; or
- where required or authorised by law.

Personal information you provide about someone else

If you give us personal information about someone else, please show them a copy of this notice so that they may understand the manner in which their personal information may be used or disclosed by us in connection with your dealings with us.

If you provide us with sensitive information about other individuals, such as health information, please ensure that the individual or the individual's representative is aware of the disclosure and that he or she consents to the disclosure to us as well as to the handling of their personal information in accordance with this Privacy Policy.