PRD COMMERCIAL

# Website Disclaimer & Privacy Policy

Effective date: 27 November 2026

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## Who we are

This website is operated by **Penrith Commercial Real Estate Pty Ltd trading as PRD Commercial** (ABN [37 165 555 411), licensed real estate agent, licence number 10060511. Our office is located at Level 1, 429 High Street, Penrith.  PRD is a national real estate network. Each PRD office is independently owned and operated, and this disclaimer and privacy policy apply to our office only unless stated otherwise.

PART A

# Website Disclaimer

## 1. Acceptance of terms

By accessing or using this website you agree to this disclaimer. If you do not agree, please do not use the website. We may update this disclaimer at any time by publishing a revised version here.

## 2. General information only

The content on this website, including property listings, market commentary, research, reports, yields, rental estimates and investment information, is provided for general information purposes only. It does not take into account your objectives, financial situation or needs and is not financial, legal, taxation, valuation or investment advice.

Before making any decision to buy, sell, lease or invest in commercial property, you should obtain independent professional advice and carry out your own investigations.

## 3. Property information

Information about properties is obtained from vendors, landlords, third parties and other sources we believe to be reliable. However, we have not independently verified all of it and we make no representation or warranty, express or implied, as to its accuracy, currency or completeness. This includes, without limitation, areas and dimensions, zoning and permitted use, outgoings, rental income, tenancy details, lease terms, yields, GST status, building condition, and photographs, floor plans, artist impressions and computer-generated images, which may be indicative only.

Prospective purchasers and tenants must rely on their own enquiries, inspections and searches, and should review the contract of sale, lease, disclosure statement and any other relevant documents with their legal adviser.

## 4. Pricing, availability and offers

Prices, price guides, rents and availability are subject to change without notice and listings may be withdrawn, sold or leased at any time. Nothing on this website constitutes an offer or a binding contract. Any agreement will be subject to formal documentation executed by the relevant parties.

## 5. Forecasts and market commentary

Any forecasts, projections, estimates of value, returns or market trends are based on assumptions that may not prove correct. Past performance is not a reliable indicator of future performance. Actual results may differ materially.

## 6. Limitation of liability

To the maximum extent permitted by law, we, our directors, employees, agents, franchisor and related entities exclude all liability for any loss or damage (including indirect, consequential or economic loss, and loss of profits) arising from or in connection with your use of, or reliance on, this website or its content, whether in contract, tort (including negligence), statute or otherwise.

Nothing in this disclaimer excludes, restricts or modifies any right or remedy, or any guarantee, warranty or other term or condition implied or imposed by the *Australian Consumer Law* or any other

legislation that cannot lawfully be excluded or limited. Where liability can be limited but not excluded, our liability is limited, at our option, to resupplying the relevant services or paying the cost of having them resupplied.

## 7. Third-party content and links

This website may contain links to, or content from, third-party websites (such as property portals, mapping services and social media). We do not control and are not responsible for those websites, their content or their privacy practices. A link does not imply our endorsement.

## 8. Website availability and security

We do not guarantee that this website will be uninterrupted, error-free or free of viruses or other harmful components. You are responsible for taking your own precautions when accessing it.

## 9. Intellectual property

Unless otherwise stated, the content of this website (including text, images, logos, graphics and design) is owned by or licensed to us or the PRD network and is protected by copyright and trade mark laws. You may view and print material for personal, non-commercial use. You must not otherwise reproduce, adapt, distribute or commercially exploit any content without our prior written consent. PRD and associated marks are trade marks of their respective owner.

## 10. Email and electronic communications

Emails and attachments sent by us are confidential and may be legally privileged. If you receive one in error, please notify the sender and delete it. Before transferring any money, always verify bank account details by telephone using a number you know to be genuine; we will never change our trust account details by email.

## 11. Governing law

This disclaimer is governed by the laws of NSW, Australia, and you submit to the non-exclusive jurisdiction of the courts of that State or Territory.

PART B

# Privacy Policy

## 1. About this policy

We are committed to protecting your personal information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**). This policy explains how we collect, hold, use and disclose personal information, and how you can access or correct it or make a complaint. It applies to information collected through this website, by email, by phone, in person, at inspections and through our other dealings with you.

“Personal information” means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in material form or not.

## 2. What personal information we collect

Depending on how you deal with us, we may collect:

- **Identity and contact details** — name, company, position, address, email, phone numbers;
- **Identification and verification** — driver licence, passport or other ID, ABN/ACN, and information required for anti-money laundering, counter-terrorism financing or sanctions checks where applicable;
- **Property and transaction information** — property requirements, budget, enquiries, inspection attendance, offers, bids, contracts, leases and settlement details;
- **Tenancy application information** — business details, trading history, financial statements, references, guarantor details and, with your consent, credit and tenancy history checks;
- **Financial information** — bank account details for trust account transactions, rent and outgoings;
- **Website and device information** — IP address, browser type, pages visited, referring sites and cookie data;
- **Communications** — records of emails, calls (which may be recorded with notice), and your marketing preferences.

We do not generally seek to collect sensitive information (such as health or racial information). If we need it, we will only collect it with your consent or where otherwise permitted by law. You may deal with us anonymously or using a pseudonym where it is lawful and practicable, but in most property transactions this will not be possible.

## 3. How we collect personal information

We collect personal information directly from you wherever practicable, for example when you submit an enquiry form, register for alerts, attend an inspection, make an offer, apply for a lease, sign an agency agreement or contact us. We may also collect it from third parties, including property portals (such as realcommercial.com.au and commercialrealestate.com.au), your representatives (solicitors, conveyancers, accountants, brokers), referees, credit reporting bodies, tenancy databases, public registers (such as land titles and ASIC), other PRD offices, and our service providers. Where we collect information from a third party, we will take reasonable steps to make you aware of it.

## 4. Why we collect, hold and use personal information

- to provide real estate services, including sales, leasing, property management, auctions, valuations/appraisals and advisory services;
- to respond to enquiries and match you with suitable properties;
- to assess and process offers, lease applications and guarantees;
- to manage properties, collect rent and outgoings and operate our trust account;
- to verify identity and meet our legal obligations, including under real estate agency, trust account, tax and AML/CTF laws;
- to send you property, market and service information (see section 7);
- to administer, improve and secure our website and services; and
- for any other purpose you have consented to or which is required or authorised by law.

If you do not provide the information we request, we may not be able to provide our services, process your application or respond to your enquiry.

## 5. Who we disclose personal information to

We may disclose personal information, for the purposes above, to:

- vendors, landlords, purchasers, tenants and their legal and financial representatives, as relevant to a transaction;
- other PRD offices and the PRD franchisor, for referrals, network services, compliance and quality assurance;
- referees, credit reporting bodies and tenancy databases (with your consent where required);
- service providers who assist us, such as CRM and IT providers, cloud hosting, property portals, marketing and mailing houses, signage and photography providers, valuers, auctioneers, trades and maintenance contractors, payment and trust accounting providers, auditors and professional advisers;
- government bodies, regulators, courts and law enforcement, where required or authorised by law; and
- a purchaser or prospective purchaser of our business (subject to confidentiality).

We do not sell your personal information.

## 6. Overseas disclosure

Some of our service providers (for example, cloud-based software, email and CRM platforms) may store or process information outside Australia, including in [list likely countries, e.g. the United States, New Zealand, Singapore, the Philippines]. Where we disclose personal information overseas, we take reasonable steps to ensure the recipient handles it in a manner consistent with the APPs, unless an exception under the Privacy Act applies.

## 7. Direct marketing

We may use your contact details to send you information about properties, market updates, events and our services, where you have consented or would reasonably expect us to do so. We comply with the *Spam Act 2003* (Cth) and the *Do Not Call Register Act 2006* (Cth). You can opt out at any time by using the unsubscribe link in our emails, replying STOP to SMS messages, or contacting us using the details below. We will process requests within a reasonable time and free of charge.

## 8. Cookies and analytics

Our website uses cookies and similar technologies to make it work, remember your preferences, understand how visitors use the site and measure the effectiveness of our advertising. We may use third-party tools such as [Google Analytics, Meta Pixel, Google Ads] that collect information about your browsing activity. This information is generally aggregated and does not identify you directly. You can disable or delete cookies through your browser settings, although some parts of the website may not function properly as a result. You can opt out of Google Analytics using Google's browser add-on.

## 9. Automated decision-making

Under APPs 1.7–1.9, from 10 December 2026 we must tell you if we arrange for a computer program to use personal information to make, or substantially and directly assist in making, decisions that could reasonably be expected to significantly affect your rights or interests.

We do not currently use computer programs to make, or substantially and directly assist in making, decisions about you that could reasonably be expected to significantly affect your rights or interests. Decisions about offers, lease applications and similar matters are made by our staff and/or our clients.

## 10. Security, retention and data breaches

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. These include access controls, password protection and multi-factor authentication, staff training, secure storage of paper files, and contractual obligations on our service providers. We retain records for as long as required by law (including real estate agency and trust account record-keeping requirements) and then securely destroy or de-identify them.

If a data breach occurs that is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required by the Notifiable Data Breaches scheme.

## 11. Access and correction

You may request access to the personal information we hold about you, or ask us to correct it, by contacting our Privacy Officer. We will respond within a reasonable period (usually 30 days). We may need to verify your identity first. We will not charge you for making a request, but may charge a reasonable fee for providing access. If we refuse a request, we will tell you why in writing and how to complain.

## 12. Complaints

If you have a concern about how we have handled your personal information, please contact our Privacy Officer in writing. We will acknowledge your complaint promptly and aim to resolve it within 30 days. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner: www.oaic.gov.au | 1300 363 992 | GPO Box 5288, Sydney NSW 2001.

## 13. Changes to this policy

We may update this policy from time to time. The current version will always be available on our website and on request. This policy was last updated on [27 November 2026].

## 14. Contact us

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|---|---|
| **Privacy Officer** | [Kylie Tappouras \| Business Manager |
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