

Privacy Collection Notice

Century 21 Bayview Group

Issued by Oksuz Pty Ltd, ABN 89 119 215 128 trading as Century 21 Bayview Group — an independently owned and operated office in the Century 21 Australia network.

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This Privacy Collection Notice briefly explains how we collect and handle your personal information when you deal with us — for example as a buyer, seller, tenant, landlord, or other client. We provide this notice at or around the time we collect your information, as required by Australian Privacy Principle (APP) 5 under the *Privacy Act 1988 (Cth)*.

This is a short summary only. It should be read together with our full Privacy Policy, which sets out in more detail how we manage your personal information. Our Privacy Policy is available at <https://bayview.century21.com.au>, on request, or at our office. The national Century 21 Australia Privacy Policy is available at www.century21.com.au/privacy-policy.

1. Who is collecting your information

We are Oksuz Pty Ltd trading as Century 21 Bayview Group (“we”, “us”, “our”). You can contact us about your personal information or this notice:

- **Privacy Officer: Ali Oksuz**
- **Address: 343 Bay Street, Brighton Le Sands**
- **Phone: 02 - 9599 4666**
- **Email: c21_bayview@century21.com.au**

2. The information we collect

Depending on how you deal with us, the personal information we collect may include:

- Contact details (name, address, phone, email);
- Occupation and employment history;
- Next of kin or emergency contact details;
- Identification details (for example, driver’s licence or passport);
- Financial information (for example, bank account details and income);
- Rental and employment references;
- Property information (properties you own, rent, or are seeking); and
- Other relevant details (for example, marital status and family details).

We may also collect **sensitive information** (such as information relevant to your creditworthiness) — but only with your consent. Where it is lawful and practicable, you may deal with us anonymously or using a pseudonym.

3. How we collect your information

We usually collect your personal information directly from you — for example through enquiries, inspections, appraisal and application forms, our website, phone calls, emails, and in person.

Sometimes we collect your information from third parties, or in ways you may not be directly aware of, including from referees, current or previous employers and landlords or agents,

tenancy databases, identity and credit-checking services, property data providers, our business partners and contractors, and through cookies and analytics tools on our website (for example, Google and Push Creative). Where we collect your information from someone other than you, we take reasonable steps to make you aware of this notice.

4. Why we collect your information

We collect your personal information for the primary purpose of providing real estate services to you and our other clients, and for marketing. This includes:

- Acting as agent for the buying, selling, leasing or management of properties or strata complexes;
- Responding to your enquiries and feedback, and arranging or conducting inspections;
- Reporting to vendors and landlords on enquiries and inspections relating to their property;
- Providing you with information about products or services that may interest you; and
- Conducting our business and meeting our legal and regulatory obligations.

We may also use your information for related secondary purposes that you would reasonably expect. We may contact you by phone, email or text message.

5. If you don't provide your information

You do not have to give us your personal information. However, if you don't, we may not be able to provide you with our services or information, or allow you to inspect a property under our control.

6. Who we may disclose your information to

We may disclose your personal information to others where you have consented, where you would reasonably expect us to, or where we are authorised or required by law. This may include:

- Vendors, landlords, buyers, tenants and others involved in a transaction;
- Related Century 21 entities, and our service providers, contractors and business partners (for example, CRM, IT, marketing, cloud storage and data-hosting providers, tradespeople, and professional advisers);
- Government and regulatory bodies where required or authorised; and
- Others where there is an urgent threat to health, life or safety.

7. Overseas disclosure

Some of our service providers store or handle information outside Australia. We are likely to disclose personal information to recipients in **New Zealand** and the **United States** (for example, providers of cloud-based software, data storage, IT support and customer-relationship-management systems). We take reasonable steps to ensure overseas recipients handle your information consistently with the Australian Privacy Principles. If we engage providers in other countries, we will update our Privacy Policy accordingly.

8. Collection required or authorised by law

In some cases we are required or authorised to collect your personal information under Australian laws — for example taxation, residential tenancy, property sale and agency, and

anti-money-laundering legislation. Where this applies, we will let you know if it is not otherwise clear. NSW Fair Trading Privacy (nsw.gov.au/departments-and-agencies/fair-trading/privacy/collection-notices)

9. Marketing and how to opt out

We may use your contact details to send you marketing about our (or our partners') products and services. You can ask us to stop at any time by contacting us using the details above, or by using the unsubscribe option in our messages.

10. Access, correction and complaints

You can ask to access or correct the personal information we hold about you, and you can make a privacy complaint, by contacting us using the details in section 1. Our Privacy Policy explains how to do this and how we will handle your request or complaint. We may need to verify your identity first.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

This notice is current as at 1st July 2026 and may be updated from time to time. Each Century 21 office is independently owned and operated.