Website Privacy Policy

Home by Holly Pty Ltd (ABN 22 364 983 785) (we, us, our) is committed to complying with its obligations under the Privacy Act 1988 (Cth) (the Act).

The Act allows personal information to be collected, used and disclosed for the purposes for which it was collected in accordance with the Act.

This Website Privacy Policy only applies to the extent that we collect, use and disclose personal information in connection with this website https://homebyholly.com.au.

We also have a separate Privacy Policy & Collection Notice which sets out how we handle personal information collected in connection with our real estate agency services in New South Wales and the Australian Capital Territory. A copy of that policy is available on our website.

This Website Privacy Policy may be revised, updated or replaced from time to time. Any changes take effect on the date the revised policy is posted on this website.

What information do we collect?

When you use this website, we may collect personal information including:

- information you voluntarily provide to us through website enquiry or contact forms;
- your name, email address and other contact details you choose to provide;
- information contained in correspondence you send to us;
- technical information such as browser type, operating system, IP address, referring pages, pages accessed, date and time of access; and
- website usage and analytics information.

Why do we collect this information?

We collect personal information through this website for purposes including:

- responding to enquiries and requests;
- providing information about our services;
- maintaining and updating our records;
- improving website functionality, performance and user experience;
- internal statistical analysis and system administration; and
- complying with legal or regulatory requirements.

Automated Decision Making (ADM)

ADM is when:

a. we use a computer program to make, or do a thing that is substantially and directly related to making, a decision; and

b. the decision could reasonably be expected to significantly affect the rights or interests of an individual; and

We may use automated tools such as analytics and marketing software in connection with this website. These tools do not make decisions that have a legal or similarly significant effect on individuals.

Information disclosed

We will use and disclose personal information only for the purposes for which it is collected in accordance with the Act, including:

- providing services and customer support, including service updates;
- maintaining and updating our records;
- comparing information for accuracy, and verifying it with third parties; and
- providing information as authorised or required by law or a relevant government body or authority.

© Copyright July 2025
Licensed to REINSW for on-license to members of REINSW

Overseas disclosure

We do not disclose personal information overseas.

We may store personal information using cloud storage or IT servers that may be located outside Australia. As electronic or networked storage can be accessed from various countries, it is not always practicable to know in which country personal information may be held.

We take reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with the Australian Privacy Principles.

Anonymity and pseudonyms

General users of the website do not need to disclose their identity to us in order to use this website. This website does not, therefore, collect personal information about people who generally access it except in the circumstances described above.

Please note that we may not be able to provide you with some or all of our services if you are anonymous or use a pseudonym.

Cookies

A cookie is an electronic token that is passed to the user's browser which passes it back to the server whenever a page is sent to the user. Our servers may generate cookies which are used to keep track of the pages that users have accessed while using the website. The cookie also allows data to be inputted into a form or template and temporarily stored until the user chooses to save that form or template. Cookies generally remain on the user's computer even after an internet session is ended and the computer rebooted. The cookie can be read by the server that placed it there during a subsequent visit to that same server. Their exact behavior is server specific.

When users visit this website, our server may log certain information, including the type of browser and operating system the user is using, the top level domain name (for example .com, .net, .au, etc), the address of the referring site (for example, the previous site visited), the server's IP address, the date and time of visit and the address of the pages accessed and the documents downloaded. This information is generally only for internal statistical analysis and system administration purposes.

Any other information supplied to us (for example, if a user sends an email or enters any personal information into our website) is treated in accordance with this Privacy Policy.

Information security

We take reasonable steps to protect all information which we hold (including personal information) from misuse, loss, and unauthorised access, modification or disclosure.

We may store information about you in cloud or other types of networked or electronic storage. As electronic or networked storage can be accessed from various countries through an internet connection it is not always practical to know in which country personal information about you may be held.

Where appropriate, we use secure transmission facilities. However, no transmission of information over the internet can be guaranteed to be completely secure and we do not warrant the security of any information transmitted to us over the internet.

Links to other websites

This website may contain links to other websites. We are not responsible for the privacy practices or the content of those websites. This Privacy Policy does not extend to those linked websites.

© Copyright July 2025
Licensed to REINSW for on-license to members of REINSW

Marketing and opt-out

We may also use the information, including personal information (excluding sensitive information), provided by users of this website for marketing and research purposes, to analyse and improve products, benefits and services and to inform users of products, services and benefits provided by us, our related entities, suppliers or sponsors which we consider may be of value or interest to users, unless the user tells us, or has previously told us, not to. If a user does not wish to receive any information about such products, services and benefits they can contact the Privacy Officer (details specified below). We will not use your sensitive information for these purposes without your consent.

Accessing your Personal Information

Users of the website whose information we either collect, use or disclose have the right to request access to any personal information held by us which relates to them, unless we are permitted to withhold that information. We may charge a reasonable fee where access to personal information is provided. Any requests for access to a user's personal information should be made in writing to the Privacy Officer (details specified below). The user also has the right to request the correction of any personal information which relates to them that is inaccurate, incomplete, irrelevant, misleading or out-of-date.

Complaints

If you believe we have breached the Australian Privacy Principles, please contact us with details of your complaint. We will investigate and respond in writing. You may also contact the Office of the Australian Information Commissioner.

If you require any further information about our management of personal information or have any queries or complaints, you should contact:

The Privacy Officer
Home by Holly PTY LTD.

Level 1, 3/97 Northbourne Avenue,
Turner ACT 2612

0491 850 701
admin@homebyholly.com.au

The Office of the Information Commissioner can be contacted as follows:

Phone enquiries	1300 363 992 Mon–Thurs 10am–4pm AEST/AEDT
Online enquiries	Enquiry form
Post	GPO Box 5288 Sydney NSW 2001
Fax	+61 2 9284 9666

Acceptance of this Privacy Policy

By using this website, accessing any of our products, services or features, the user acknowledges that it has read, understands and accepts this Privacy Policy and the permissions to collect, use and disclose personal information, and the user authorises us to collect, use and disclose, in accordance with the Act, their personal information for the purposes specified in this Privacy Policy.

For a copy of our Privacy Policy and Collection Notice, go to https://homebyholly.com.au/privacy

© Copyright July 2025
Licensed to REINSW for on-license to members of REINSW