

Privacy Policy & Collection Notice

Ray White Woonona

Last updated: 1 July 2026

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This document explains, in plain language, how Ray White Woonona (Torstene Pty Ltd, we, us, our) collects, uses, stores and shares your personal information. It combines our Privacy Policy with the Collection Notice we're required to give you when we collect your details.

1. The short version

- We collect the personal information we need to provide our real estate services to you, verify your identity, and meet our legal obligations.
- We share it with people who help us do that — like our staff, our franchisor group, trusted service providers, and government identity-checking services — but we don't sell your information.
- Some of our service providers are based overseas, so your information may be stored or processed outside Australia.
- You can ask to see or correct your information at any time, opt out of marketing, and make a complaint if you think we've mishandled it.

2. What personal information we collect

Depending on why we're dealing with you, we may collect:

- Your full name, date and place of birth
- Your residential or business address
- Your email address and phone number
- Government-issued ID details, such as your driver licence, passport or Medicare card
- Biometric information, such as a facial photo or short video, used to verify your identity
- Details about the services we provide you and related transactions
- Any other information you choose to give us

We only collect what we reasonably need to run our business and provide our services.

3. Why we collect it

We collect, use and disclose your personal information to:

- Verify your identity
- Provide and manage our services to you, and deliver anything you've asked for
- Answer your questions and give you information or advice about our services
- Communicate with you about your account or enquiry
- Give you access to protected areas of our website, and improve how our website performs
- Meet our legal and regulatory obligations, including anti-money laundering and counter-terrorism financing (AML/CTF) requirements

- Detect and prevent fraud, and keep our systems secure
- Handle and respond to any complaint you make
- Improve our services, and for administrative, marketing, planning, quality-control and research purposes
- Comply with any law, regulation, or lawful direction from a court, regulator or government authority

4. Verifying your identity

To verify your identity, we may use electronic verification services, including the Australian Government's Document Verification Service (DVS).

With your consent, your name, date of birth and ID document details are securely sent to the government agency that issued the document — for example, a passport office, driver licence authority, the Department of Home Affairs, or Births Deaths and Marriages. That agency simply confirms whether the details match their records (a yes/no result); we don't receive a copy of your government records.

This process may be carried out through accredited identity verification providers, including APLYiD (APLYiD Pty Ltd, ABN 36 632 866 794) and its sub-providers. More information about the DVS is available at idmatch.gov.au.

5. Biometric information

As part of identity verification, we may collect biometric information — such as a facial image or a short video of you holding your ID. We use this to:

- Confirm you are a real person and physically present
- Match your image to the photo on your ID document
- Reduce the risk of fraud and identity theft

Biometric information is treated as sensitive information under the Privacy Act. We only use it for identity verification and related compliance purposes, and only with your consent.

6. Your consent

By providing your personal information and completing identity verification, you consent to:

- Us collecting, using and disclosing your information for identity verification, AML/CTF and related compliance purposes
- Us collecting and using biometric information, such as a facial image or video, for identity verification
- Your information being checked against government records through the DVS
- Your information being shared with our authorised identity verification providers, including APLYiD

Your consent is voluntary, and you can withdraw it at any time by contacting us (see Section 13).

7. If you don't give us your information

If you choose not to provide the personal information we ask for, or don't consent to identity verification, we may not be able to verify your identity electronically. In that case, we may need to verify you another way, or we may not be able to provide our products or services to you, either to the same standard or at all.

8. Who we share your information with

We may disclose your personal information to:

- Our employees, related bodies corporate, franchisor and its related bodies corporate, contractors and service providers — for example, web hosting providers, IT administrators, mailing houses, couriers, payment processors, debt collectors and data-entry providers
- Identity verification providers, including APLYiD and its authorised sub-providers, and Commonwealth or State authorities through the DVS
- Our professional advisers, such as lawyers, accountants and auditors
- Regulators, law enforcement or other parties where required or authorised by law
- Other suppliers and third parties we have a commercial relationship with, for business and marketing purposes
- Any organisation you've given us express consent to share your information with

We do not sell your personal information.

9. Sending information overseas

Some of our service providers, and our franchisor's related bodies corporate, may store or process personal information outside Australia — including in the cloud. Where this happens, we take reasonable steps to ensure your information is handled in line with the Australian Privacy Principles (APPs), including through contractual protections with our providers. In the unlikely event information is disclosed in an overseas country where it isn't protected by the APPs, by continuing to use our services you consent to your information being handled in this way.

10. Keeping your information secure

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access, modification or disclosure. This includes secure systems, access controls, and encryption in transit and at rest where appropriate.

We only keep your information for as long as we need it for the purposes set out in this policy, or as required by law. When we no longer need it, we securely delete or de-identify it.

11. Accessing or correcting your information

You can ask to see the personal information we hold about you, and ask us to correct it if it's inaccurate, incomplete or out of date. To make a request, contact us using the details in Section 13 — we'll respond within a reasonable time.

12. Marketing

We may use your contact details to send you information about our services that we think may interest you. You can opt out at any time using the unsubscribe link in our messages, or by contacting us (see Section 14).

13. Making a complaint

If you believe your privacy has been breached, please contact us first with details of the issue so we can investigate, following our complaints handling procedure. We'll acknowledge, investigate and respond to your complaint within a reasonable time.

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

14. Contact us

Business name: Ray White Woonona

Privacy contact: Rob Austin – Licensee

Email: woonona.nsw@raywhite.com

Phone: 02 4284 8888

Address: 374 Princes Highway, Woonona NSW 2517

15. Updates to this policy

We may update this policy from time to time to reflect changes in our practices or the law. The latest version is always available on our website at raywhitewoonona.com.au. Where changes are significant, we'll let you know.