Honens Registered Conveyancers Pty Ltd – Privacy Policy

Effective Date: 20 April 2026

1. Introduction: Purpose and Scope

Honens Registered Conveyancers Pty Ltd (we, us or our) is committed to protecting your privacy and managing personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, the Anti-Money Laundering and Counter Terrorism Financing Act 2006 (Cth) (AML/CTF Act).

This policy explains how we collect, hold, use and disclose personal information when providing conveyancing and related services, responding to enquiries, operating our website, and otherwise dealing with clients, prospective clients and third parties.

2. Personal Information We Collect and Hold

We collect and hold personal information that is reasonably necessary for us to provide residential and commercial conveyancing services, assist with related property or business transactions, communicate with you, manage our business, and comply with legal and regulatory obligations.

- The kinds of personal information we collect will depend on our relationship with you and the nature of the services you request.
- We may collect information needed to provide our services, manage your matter, communicate with you, and comply with applicable laws.
- We may also collect information required to verify your identity and comply with customer due diligence obligations, as explained further in Section 6.

The information we may collect and hold includes:

- name, address, telephone number, email address and date of birth;
- identification documents, such as a driver’s licence, passport, birth certificate or proof of age card;
- financial and banking details relevant to a transaction;
- property, conveyancing and transaction details;
- government identifiers where required or authorised by law;
- verification of identity and AML/CTF records; and
- records of communications, instructions and interactions with us.

For example, the information we collect may depend on whether you are buying, selling, transferring or otherwise dealing with a property.

If you do not provide information we reasonably require to provide our services or comply with applicable laws, we may be unable to act for you, continue acting for you, or complete your matter.

We may collect personal or sensitive information when:

- you provide information to us;
- you make an enquiry or request a quote;
- you subscribe to updates or newsletters;

- we arrange or agree to provide services to you; or
- we are required to conduct verification, due diligence or compliance checks in connection with a transaction.

We may obtain information from public registers, government registers, statutory search providers, media resources, social media, identity verification providers, financial institutions and from other third parties where reasonably necessary for our services or required by law.

We prefer to hold personal information electronically in secure systems and databases. Where we hold hard copy records, they are stored securely with restricted access.

3. Purposes for Collection, Use, and Disclosure of Personal Information:

- provide conveyancing, settlement and related services;
- verify identity, conduct due diligence and meet AML/CTF obligations;
- manage property transactions, instructions, communications and client records;
- respond to enquiries, provide information and improve our services;
- comply with court, regulator, law enforcement and other legal requirements; and
- use or disclose information with your consent or where otherwise required or permitted by law.

We may disclose your personal information to trusted third parties, including overseas service providers (such as those located in the Philippines), where necessary to provide our services or as required or permitted by law. We take reasonable steps to ensure any overseas recipients handle your information in accordance with Australian privacy laws.

4. Disclosure of Information

We may disclose your personal information to:

- real estate agents, mortgage brokers, lawyers, conveyancers and financial institutions involved in your matter;
- government bodies and statutory authorities, including Land Services SA and RevenueSA;
- settlement and document platforms, including PEXA, DocuSign and TriConvey;
- identity verification, due diligence and AML/CTF service providers;
- IT, cloud storage, administration and business support providers;
- AUSTRAC and other regulators where required or permitted by law; and
- courts, tribunals, law enforcement agencies and other parties where required or authorised by law.

All third-party service providers are required to handle your information securely and in accordance with Australian privacy laws.

We do not sell or rent your personal information.

5. Storage and Security

We store information securely in electronic and physical form using password protection, encryption, restricted access controls, and secure systems. Information is destroyed or de-identified when no longer required by law.

6. AML/CTF Compliance and Customer Due Diligence

In addition to the privacy handling practices described above, we collect, use and disclose personal information where reasonably necessary to comply with our customer due diligence and other obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act).

Why we need this information:

For AML/CTF purposes, we may need to collect and verify information about you, the person you are acting for, the nature and purpose of a transaction, and any related compliance risks. This may include information needed to:

- establish and verify your identity before providing certain services to you or the person you are acting for;
- assess and manage money laundering, terrorism financing, proliferation financing and related compliance risks;
- make reports required by law under the AML/CTF Act; and
- meet AML/CTF record-keeping obligations.

If required information is not provided:

If you do not provide information we reasonably require for AML/CTF compliance, we may be unable to verify your identity, provide or continue providing services, or proceed with your matter.

7. Direct Marketing

We may send updates, newsletters, and property-related information. You may opt out at any time via unsubscribe links or by contacting us directly.

8. Complaints

If you have a complaint about how we handle your information, please contact:

Jade Napier – Director
Email: jade@honens.com.au
Phone: 08 8258 0689
Address: Office 4/38 Commercial Road, Salisbury SA 5108

We will respond within a reasonable time. If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

9. How to Contact Us About Your Privacy

For privacy enquiries, contact:

Honens Registered Conveyancers Pty Ltd
Email: admin@honens.com.au
Phone: 08 8258 0689
Address: Office 4/38 Commercial Road, Salisbury SA 5108