

# Privacy Policy

## Think Pink Conveyancing

**Effective Date: 1 July 2026**

At Think Pink Conveyancing, we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store and disclose personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, electronic conveyancing requirements and our Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) obligations.

## What Information We Collect

We may collect personal information including:

- Full name
- Residential and postal address
- Date of birth
- Phone number and email address
- Identification documents such as a driver's licence, passport or Medicare card
- Bank account details
- Property ownership information
- Transaction details
- Financial information relevant to your transaction
- Source of Funds and Source of Wealth information where required
- Company, trust and beneficial ownership information
- Any other information necessary to provide conveyancing services or comply with legal obligations

## How We Collect Information

We collect information directly from you through:

- Client enquiry forms
- Engagement documents
- Email correspondence
- Telephone conversations
- Verification of Identity processes
- Electronic verification platforms
- Property transaction documents

We may also receive information from:

- Real estate agents
- Financial institutions
- Government agencies
- Legal practitioners
- Other parties involved in your transaction

## Why We Collect Information

We collect and use personal information to:

- Provide conveyancing services
- Verify your identity
- Complete property transactions
- Facilitate electronic settlements
- Communicate with parties involved in your transaction
- Comply with legal and regulatory obligations
- Prevent fraud and financial crime
- Meet AML/CTF requirements
- Meet electronic conveyancing requirements
- Improve our services

If you do not provide requested information, we may be unable to act on your behalf or complete your transaction.

## Identity Verification and AML/CTF Requirements

Australian laws require conveyancers to verify the identity of their clients and undertake customer due diligence.

To meet these obligations, we may collect and verify information relating to:

- Your identity
- Source of Funds
- Source of Wealth
- Beneficial ownership of companies or trusts
- Politically Exposed Person (PEP) screening
- Other information required by law

We may use trusted third-party providers, including Easy AML, to assist with identity verification and compliance checks.

## Disclosure of Information

We may disclose your information where necessary to complete your transaction or comply with legal obligations, including to:

- Land Services SA
- RevenueSA
- PEXA
- Financial institutions and lenders
- Real estate agents
- Solicitors and conveyancers
- Government agencies and regulators
- Identity verification providers
- Professional advisers
- Law enforcement agencies where required by law

We only disclose information where authorised, required by law or necessary to provide our services.

## Storage and Security

We take reasonable steps to protect your information from misuse, loss, unauthorised access, modification or disclosure.

Security measures may include:

- Secure cloud-based storage
- Password protection
- Multi-factor authentication
- Encryption technologies
- Restricted access to files
- Cybersecurity protections

While we take reasonable precautions, no method of electronic transmission or storage is completely secure.

## Retention of Records

Think Pink Conveyancing is required by law to retain certain records for prescribed periods.

This may include:

- Verification of Identity records
- Client Authorisations
- Conveyancing transaction files
- AML/CTF records
- Correspondence relating to your transaction

In most cases, these records will be retained for a minimum of seven years in accordance with electronic conveyancing, AML/CTF and other legal requirements.

At the expiry of the applicable retention period, records will be securely destroyed or permanently de-identified unless further retention is required by law.

## Access and Correction

You may request access to personal information we hold about you and ask us to correct information that is inaccurate, incomplete or out of date.

Requests should be made in writing using the contact details below.

## Data Breaches

Think Pink Conveyancing maintains procedures to identify, assess and respond to suspected privacy breaches.

Where required by law, affected individuals and the Office of the Australian Information Commissioner will be notified.

## Website Usage

Our website may collect limited information through cookies and website analytics to help improve website performance and user experience.

You can adjust your browser settings to disable cookies if you prefer.

## Contact Us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact us:

### **Think Pink Conveyancing**

Innovation House

Mawson Lakes, South Australia

Email: [hello@thinkpinkconveyancing.com.au](mailto:hello@thinkpinkconveyancing.com.au)

Website: [www.thinkpinkconveyancing.com.au](http://www.thinkpinkconveyancing.com.au)

## Complaints

If you believe we have breached your privacy obligations, please contact us so we can investigate and attempt to resolve the issue.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

## Changes to this Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, regulatory requirements or our business practices. The most current version will always be available on our website.