



Privacy Policy

Escape Renting and Custom Property Investment Group is committed to providing you with the highest levels of customer service. This includes protecting your privacy. From 21 December 2001, we are bound by new sections of the Commonwealth Privacy Act 1988, which sets out a number of principles concerning the protection of your personal information.

Following is the information that the privacy Act requires us to communicate to all our customers. We recommend you keep this information for future reference.

Escape Renting and Custom Property Investment Group

Escape Renting and Custom Property Investment Group facilitates a range of financial, investment and property services either through ourselves, or through one of our related companies.

Your personal information.

Personal information held by Escape Renting and Custom Property Investment Group may include you and your families details such as names, dates of birth, current and previous addresses, telephone and mobile numbers, e-mail addresses, bank accounts and credit card details, occupations, drivers license numbers, household budgets, insurance and superannuation details and household incomes and expenditures. We may also hold details of your lifetime income strategy.

How we collect personal information.

Escape Renting and Custom Property Investment Group collects personal information in a number of ways, including:

1. Directly from you, when you provide information by phone or in documents such as a company fact finder.
2. from third parties such as our related companies, credit reporting agencies or associated companies.
3. from publicly available sources of information;
4. from the organizations identified below under "when we disclose your personal information";
5. from our own records;
6. when legally required to do so.

How we use your personal information

Your personal information may be used in order to:

1. Provide you with the services you require.
2. assist in managing and administering those services;
3. inform you of ways the services provided to you could be improved;
4. conduct appropriate checks for credit-worthiness and fraud;
5. research and develop our services;
6. gain an understanding of your financial and investment needs in order for us to provide you with a better service, and



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When we disclose your personal information.

For the purposes set out above we may disclose your personal information to organizations outside Escape Renting and Custom Property Investment Group. The organizations to which we disclose information include:

- outsourced service providers who manage the services we provide to you including:
 1. customer inquiries;
 2. mortgage brokers;
 3. banks;
 4. information technology services;
 5. legal specialists;
 6. insurance companies;
 7. builders and developers;
 8. market research;
- Your representatives (e.g. your accountants or legal advisers)
- credit providers for credit related purposes such as credit-worthiness, credit rating, credit provision and financing;
- our professional advisers, including our accountants, auditors and lawyers;
- government and regulatory authorities and other organizations, as required or authorized by law;
- our related and associated companies.

Help us to ensure we hold accurate information

Custom Property Investment Group takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide. That's why we recommend that you:

- let us know if there are any errors in your personal information; and
- keep us up to date with changes to personal information such as your name and address.

You can access your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like us to do so, please let us know. You may be required to put your request in writing for security reasons.

Custom Property Investment Group reserves the right to charge a fee for searching for and providing access to your information.

How to contact us

If you have any questions in relation to privacy, please contact us on 1300 304 513 between 9.00am and 5.00pm, Monday to Friday. Alternatively you can write to our Privacy Manager, at PO Box 808, Ashmore City QLD 4214.