



Privacy Policy

Our commitment to privacy

National Tenancy Database (ntd) is a tenancy database business. We recognise that to run our business successfully we must maintain high standards when it comes to how we collect, hold, use and disclose personal information. We recognise your right to privacy and have established a number of protocols to help us keep the information we hold accurate, up-to-date and not misleading.

Much of the personal information collected and held by our business is covered by the National Privacy Principles (NPPs) under the Privacy Act 1988 (Commonwealth). This policy documents how we manage personal information and reflects our obligations under NPP 5.1 to have a policy on this aspect of our business.

Who is National Tenancy Database (ntd)

ntd is part of the Veda Advantage group of companies and operates an Australia-wide tenancy database. ntd is a division of Veda Advantage Information Services and Solutions Limited ABN 26 000 602 862 (Veda Advantage).

How we collect personal information

We collect the following information in accordance with the NPPs for the purpose of operating tenancy database. Generally, this information is collected from our members who have collected it directly from you as part of a tenancy application or agreement:

- Full name
- Date of birth
- Driver's licence number
- Gender
- Current and previous rental addresses
- Occupation
- Contact details (phone, fax and email)
- Details of rental history

How we use and disclose personal information

Generally, personal information is used and disclosed for the purposes for which it was collected.

The purposes for which we collect your personal information are:

- Provision of a database for the use of property managers and real estate agents and for risk assessment and risk management purposes
- Provision of information to your landlord, your landlord's lawyer and your landlord mortgagee or insurer
- Organisations or trades people required to carry out maintenance to the premises you lease
- Rental bond authorities or rent bond insurance providers
- Residential tenancy tribunals and courts and other relevant bodies as needed
- Mercantile agents
- Our parent company, Veda Advantage, its subsidiaries and related entities; and
- In the case of commercial leases, to credit bureau for risk assessment purposes



In addition, there may be circumstances where we are required or authorised by law to disclose your personal information e.g. to an Ombudsman, tribunal, court, law enforcement agency or government department.

Government identifiers and sensitive information

We do not use or adopt as our own identifier any identifier assigned by an agency or a contracted service provider for a Commonwealth contract. We do not use or retain tax file numbers, Medicare card number, pensioner card numbers or other similar identifiers.

We do not collect, hold or disclose sensitive information about you such as:

- Political, social, religious or ethical beliefs or affiliations
- Criminal record
- Medical history
- Colour, race, ethnic or national origins
- Sexual preferences or practices
- Lifestyle, character or reputation

How we keep your personal information secure

We take reasonable steps to protect your personal information from misuse or loss and from unauthorised access, modification or disclosure. This includes:

- Measures to restrict access to our computer systems and physical records to authorised persons
- Measures to prevent unauthorised access to our premises by way of physical and electronic security
- Providing secure storage for physical records
- Limiting the disclosure to authorised access

Your right of access and correction

You have the right to access personal information ntd holds on you and to have incorrect information amended. Generally, this service is free of charge, however, where your request requires significant research or preparation time a charge may be levied. We will notify you if there are costs associated with providing your personal information.

In certain circumstances we may, in accordance with the Privacy Act 1988, deny you access to personal information we hold about you. If this occurs, we will let you know the reasons for our decision.

If you would like to obtain a copy of your tenancy file, please contact us in writing via:

Post: The Manager
National Tenancy Database
GPO Box 13294
George St, Brisbane, QLD 4003

Email: info@ntd.net.au

Fax: 07 3009 0619



What do I do if personal information about me is incorrect

If you believe information held by ntd is incorrect, please contact us on 1300 563 826.

If you have a dispute about personal information we hold on you we will investigate and provide you with a formal written response within 30 days. If you are unhappy with the resolution of your dispute, you can refer the matter by writing to the Office of the Privacy Commissioner at:

Director, Compliance
Office of the Privacy Commissioner
GPO Box 5218
SYDNEY NSW 2001

Further information about your privacy rights

For further information about the Privacy Act 1988 please visit the Office of the Privacy Commissioner website at www.privacy.gov.au/privacy_rights/ or contact the office on 1300 363 992.

This policy documents how we manage personal information and reflects our obligations under NPP 5.1 to have a policy on this aspect of our business. This document does not create any additional rights under contract, statute or equity.