FutureFolio | Privacy Policy

Website: www.futurefolio.com.au
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FutureFolio respects your privacy and is committed to handling your personal information responsibly.

This Privacy Policy explains how we collect, hold, use and disclose personal information when you visit our website, submit an enquiry or use our property investment referral service. It also explains how you can access or correct your information and contact us about a privacy concern.

1. About FutureFolio

FutureFolio is an Australian property investment enquiry and referral service. We connect people who are interested in exploring property investment opportunities with third-party property investment specialists and other relevant service providers.

When you submit an enquiry through www.futurefolio.com.au, we may share the information you provide with a relevant referral partner so they can contact you about your enquiry.

FutureFolio is responsible for the personal information it collects and handles. Once your information is disclosed to a referral partner, that partner is also responsible for handling the information it receives in accordance with its own privacy obligations and policies.

2. Personal Information We Collect

Depending on how you interact with us, we may collect the following types of personal information:

- Your name, email address, telephone number and state or territory of residence.
- Information you provide about your living arrangements, home ownership, existing mortgage or property ownership.
- Information about your household income, age range, property investment goals and other circumstances relevant to your enquiry.
- Information you provide during a discovery call or in subsequent communications with us.
- Records of your enquiries, referrals, communications and contact preferences.
- Technical information associated with your use of our website, such as your IP address, browser type, device information, pages visited and interactions with our website.

We may also collect other information you choose to provide when completing a form or communicating with us.

Please do not provide sensitive information, such as health information or government identification documents, unless we specifically request it and explain why it is needed.

3. How We Collect Your Information

We generally collect personal information directly from you when you:

- Complete an enquiry or questionnaire on our website.
- Contact us by email, telephone or another communication channel.
- Speak with us or a representative about your property investment enquiry.
- Respond to a request to update or verify your information.
- Interact with our website or online advertising.

We may also receive information from a referral partner or service provider where it is reasonably necessary to manage your enquiry, respond to your request or maintain our referral records, and where the collection is permitted by law.

Our website may collect certain technical information automatically through cookies and similar technologies, as explained in Section 9.

4. Why We Collect and Use Personal Information

We collect, hold and use personal information to:

- Receive and respond to your property investment enquiry.
- Understand your circumstances, interests and property-related goals.
- Identify a relevant referral partner who may be able to assist you.
- Share your enquiry with that partner and arrange for them to contact you.
- Organise or facilitate an introductory discovery call.
- Communicate with you about your enquiry and any follow-up you request.
- Verify contact details and help prevent fraudulent or unauthorised enquiries.
- Maintain business, referral and communication records.
- Operate, maintain, secure and improve our website and services.
- Measure the performance of our website and advertising.
- Comply with applicable laws and respond to lawful requests.

We will only use your personal information for other purposes where you have consented or where the use is otherwise permitted or required by law.

5. Sharing Your Information with Referral Partners

FutureFolio is a referral service. When you submit an enquiry, we may disclose the information you provide to a relevant third-party partner so that the partner can assess your enquiry and contact you about its products or services.

The information shared may include your contact details and the answers you provide in our questionnaire, such as your property goals, home ownership status, mortgage information, household income range and other relevant circumstances.

We may receive a referral fee or commission for making an introduction.

Our referral partners may provide property investment strategy, property acquisition, finance or other property-related services. Where a service requires a licence or authorisation, the relevant provider is responsible for holding it.

Once you engage directly with a referral partner, that partner may collect additional information from you under its own terms and privacy policy. We encourage you to review those documents before providing further information.

We do not claim to compare every provider or service available in the market.

6. Other Parties We May Disclose Information To

In addition to relevant referral partners, we may disclose personal information to third parties that assist us in operating our business, including:

- Website hosting, data storage and technology providers.
- Customer relationship management and enquiry management platforms.
- Telephone, SMS, email and contact verification providers.
- Website analytics, advertising and marketing service providers.
- Professional advisers, including legal, accounting and compliance advisers.
- Regulators, law enforcement agencies or other parties where disclosure is required or authorised by law.

We seek to limit disclosures to information reasonably necessary for the relevant purpose.

We do not disclose your enquiry to unrelated third parties for their independent marketing merely because you have submitted a FutureFolio enquiry.

7. Calls, SMS and Email Communications

When you submit an enquiry, you request contact about that enquiry and acknowledge that FutureFolio or the relevant referral partner may contact you by telephone, SMS or email using the details you provide.

These communications may include confirming your enquiry, arranging a discovery call, discussing your circumstances and providing information relevant to the products or services you requested.

We may separately ask for your consent to receive promotional marketing that is unrelated to your original enquiry. Where we send direct marketing, we will comply with applicable laws and provide an appropriate way to opt out.

You can ask us to stop contacting you or update your contact preferences by emailing **support@futurefolio.com.au**. If your information has already been referred to a partner, you may also need to contact that partner directly about its communications.

8. If You Do Not Provide Your Information

You may browse parts of our website without submitting an enquiry or identifying yourself.

However, if you choose not to provide the information requested in our enquiry form, we may be unable to assess your request, identify a relevant referral partner or arrange for someone to contact you.

You should provide accurate and up-to-date information so that your enquiry can be handled appropriately.

9. Cookies, Analytics and Advertising

Our website may use cookies and similar technologies to support website functionality, understand how visitors use our pages, measure advertising performance and improve the user experience.

Depending on the tools used on our website, these technologies may collect information such as your IP address, device and browser information, pages viewed, referral source and interactions with our website.

You can manage or restrict cookies through your browser settings. Disabling certain cookies may affect some website features.

Where required by law, we will seek consent before using cookies or similar technologies for purposes that require it.

10. Storage and Security

We take reasonable steps to protect the personal information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.

Personal information may be held in electronic systems used to manage website enquiries, communications and referrals. Access is limited to people and service providers who need the information for legitimate business purposes.

No method of electronic transmission or storage is completely secure. If we become aware of a data breach, we will assess it and take appropriate steps, including notifying affected individuals and regulators where required by law.

11. How Long We Keep Your Information

We retain personal information for as long as reasonably necessary to manage your enquiry, maintain appropriate business records, meet legal obligations, resolve disputes and protect our legitimate interests.

When personal information is no longer required and we are not legally required to retain it, we will take reasonable steps to destroy or de-identify it.

You may contact us to request deletion of your information. We will consider your request in accordance with applicable law and any recordkeeping obligations.

12. Overseas Disclosure

FutureFolio may use technology and service providers that store or process information outside Australia or allow personnel located overseas to access information.

Before publishing this policy, we will identify whether personal information is likely to be disclosed to overseas recipients and, where practicable, specify the countries in which those recipients are located.

Where overseas disclosure occurs, we will take steps required by applicable Australian privacy law.

13. Accessing and Correcting Your Information

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

To make a request, email **support@futurefolio.com.au** with enough information for us to identify your enquiry.

We may need to verify your identity before providing access or making a correction. We will respond within a reasonable period and explain any lawful reason if we cannot fulfil your request.

If your information has already been disclosed to a referral partner, you may need to contact that partner separately to access or correct information it holds.

14. Privacy Complaints

If you have a concern about how FutureFolio has handled your personal information, please contact us at **support@futurefolio.com.au**.

Please provide your name, contact details and a description of your concern. We will review your complaint, investigate where appropriate and respond within a reasonable period.

If you are dissatisfied with our response, you may be able to make a complaint to the Office of the Australian Information Commissioner (OAIC).

OAIC website: www.oaic.gov.au

15. Third-Party Websites and Services

Our website may contain links to websites operated by third parties, including referral partners.

This Privacy Policy does not govern the privacy practices of those third parties. We encourage you to review their privacy policies before providing personal information or engaging their services.

16. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes to our services, information-handling practices or legal obligations.

The latest version will be published on www.futurefolio.com.au with an updated date. Where appropriate or required by law, we will provide additional notice of material changes.

17. Contact Us

For privacy questions, requests to access or correct your information, changes to your contact preferences or privacy complaints, please contact:

FutureFolio
Email: support@futurefolio.com.au
Website: www.futurefolio.com.au