



FARE Agents

Australia's direct online property marketplace

Privacy Policy

How FARE Agents Pty Ltd handles your personal information under the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Version 2.0 — July 2026.

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Contents

1. Introduction	3
2. What information we collect	3
3. How we collect information	4
4. How we use your information	4
5. Disclosure of information	5
6. GPS & Location Data	6
6A. Financial Data Security	6
7. Cross-border disclosure	6
8. Data security	6
9. Data retention	7
10. Your rights	7
11. Cookies	8
12. Children	8
13. Complaints	8
14. Contact	8



1. Introduction

FARE Agents Pty Ltd ABN 97 699 935 021 (**FARE Agents, we, us, our**) is committed to protecting your personal information in accordance with the *Privacy Act 1988* (Cth) (the **Privacy Act**) and the Australian Privacy Principles (the **APPs**).

This Privacy Policy explains what information we collect, how we collect it, how we use and disclose it, how we secure it, and how you can exercise your rights in relation to it.

2. What information we collect

We collect the following categories of personal information:

- **Account information:** name, email address, phone number, and account role (Seller, Buyer, Landlord, Tenant, Property Concierge, Tradesperson).
- **Identity verification data:** document type (driver licence or passport) and verification date. **Note:** we do **NOT** store your document number. Only a cryptographic hash (one-way, irreversible) is stored solely for duplicate-account detection.
- **Professional credentials:** for Property Concierges — real estate licence number, state of issue, and expiry date. For Tradespeople — trade licence or registration number, ABN, and relevant insurance details. ABNs are stored in plain text and linked permanently to the user's verified profile.
- **Property listing information:** property address, photographs, pricing, and descriptive text submitted by Sellers.
- **Transaction data:** offers made and received, inspection bookings, auction bids, pre-approval documents, and platform messages.
- **GPS and location data:** when a buyer or tenant performs a GPS check-in to confirm physical inspection attendance, we record the time, date, property ID, and GPS coordinates. Location data is used solely to verify physical inspection attendance. We do not track your location at any other time.
- **Ratings and reviews:** ratings you submit and ratings submitted about you, including post-lease mutual reviews.
- **Maintenance and service data:** maintenance request details, job descriptions, photographs, and completion records for maintenance and emergency services.
- **Usage data:** pages visited, searches performed, device and browser type, and IP address.
- **Communications:** emails and in-app messages between you and FARE Agents or other users.
- **Rent payment records:** payment amounts, dates, status (paid/overdue), receipt numbers, and payment method for all rent transactions processed through the platform.
- **Bond lodgement records:** bond amount, state authority reference number, lodgement date, and claim status.



- **Escrow deposit records:** deposit amount, purchase price, conveyancer details (name and email), deposit status, and estimated interest accrued. We do NOT store BSB or account numbers in plain text after the instruction is sent.
- **Arrears notice records:** notice type, amount owing, dates issued, remedy-by dates, and tenant acknowledgement timestamps.
- **Dispute evidence:** photographs, documents, and written statements uploaded by parties in the context of a tenancy dispute or condition claim.
- **Condition claim records:** itemised move-out claim details, photographs, item classifications, depreciation calculations, and party responses.
- **Property Presenter profile data:** business name, ABN, insurance documents, portfolio images, service categories, and suburb/state.
- **Media files** uploaded by Presenters or Clients (DIY): photographs, floor plans, virtually staged image pairs.
- **Presenter job records:** service requests, quotes, acceptance records, job completion timestamps, and payment amounts.
- **Presenter rating and review data** submitted by sellers and landlords following completed jobs.

3. How we collect information

- Directly from you when you register, create a listing, make an offer, place a bid, submit a maintenance request, or otherwise transact on the platform.
- Automatically from your device when you use the GPS check-in feature during a property inspection.
- Automatically via cookies and similar technologies when you use the platform.
- From third-party identity verification providers (Frankie One) when you complete Tier 2 verification via the Document Verification Service (DVS).
- From the Australian Business Register (ABR) when we verify an ABN provided by a Property Concierge or Tradesperson.

4. How we use your information

- Provide, operate, and improve the platform.
- Facilitate property transactions between users.
- Verify your identity and prevent duplicate accounts.
- Verify professional credentials for Property Concierges and Tradespeople.
- Confirm physical inspection attendance using GPS check-in data.
- Route maintenance requests and emergency responses to appropriate parties.
- Send service communications, alerts, inspection notifications, and saved-search notifications.



- Comply with our legal and regulatory obligations.
- Detect, prevent, and investigate fraud and prohibited conduct.
- Generate, deliver, and track rent payment receipts.
- Track bond lodgement status with state tenancy authorities.
- Generate payment instructions for purchase deposit escrow.
- Generate and deliver state-specific arrears notices and dispute documentation.
- Maintain dispute and condition claim records for use in tribunal proceedings.
- To facilitate Property Presenter job bookings, quote delivery, payment processing, and ratings.
- To store and serve Media files (photos, floor plans) for property listings, including both staged and original versions of virtually staged images.
- To verify Presenter credentials (ABN, insurance) before profile activation.
- To calculate and display Presenter ratings based on completed job reviews submitted by sellers and landlords.

5. Disclosure of information

We may disclose your personal information to:

- **Other users:** your name, listed properties, and ratings are visible to relevant users. Your phone number is only shared with your consent. GPS check-in data (attendance confirmed / not confirmed) is visible to the relevant seller or landlord but exact coordinates are not disclosed.
- **Identity verification providers:** Frankie One Pty Ltd, for DVS checks.
- **Australian Business Register:** for ABN verification of Property Concierges and Tradespeople.
- **Payment processors:** Stripe Inc, for collection of the FARE Fee.
- **Emergency services:** property address and contact details may be disclosed to emergency services (SES, fire brigade, police, ambulance) in an emergency maintenance situation.
- **Government or law-enforcement bodies:** where required by law (for example, in response to a subpoena or court order).

We do NOT sell your personal information to third parties.



6. GPS & Location Data

Location data is collected only when you actively use the GPS check-in feature to confirm your physical attendance at a property inspection. We do not collect background location data. GPS coordinates are stored only for the duration required to confirm the check-in and are not used for advertising, profiling, or any purpose other than inspection verification. You may decline to use the GPS check-in feature; however, doing so will prevent you from proceeding with an offer on that property.

6A. Financial Data Security

- Rent payment records and escrow deposit instructions are stored encrypted.
- BSB and bank account numbers provided for escrow deposit instructions are used solely to generate the payment instruction and are not retained after the instruction is delivered.
- FARE Agents does not store full credit card numbers or bank account credentials. Payment processing for FARE Fees and tradesperson invoices is handled by Stripe Inc, which is PCI-DSS compliant.
- Arrears notices and dispute evidence are stored securely and accessible only to the parties to the relevant tenancy and platform administrators.

7. Cross-border disclosure

Identity verification through Frankie One may involve disclosure to overseas systems consistent with APP 8. Payment processing through Stripe involves servers located in the United States. We take reasonable steps to ensure that overseas recipients handle your personal information in a manner consistent with the Australian Privacy Principles.

8. Data security

- Industry-standard encryption is used for data in transit (TLS) and at rest.
- Document numbers are **never** stored; only irreversible cryptographic hashes are retained for duplicate detection.
- GPS check-in coordinates are stored encrypted and accessible only to platform administrators.
- Professional licence and ABN details are stored securely and accessible only to platform administrators and the account holder.
- Access controls, audit logs, and regular security reviews are in place.
- In the event of an eligible data breach, we will notify affected users and the Office of the Australian Information Commissioner (OAIC) as required by the Notifiable Data Breaches scheme under Part IIIC of the Privacy Act.



9. Data retention

Category	Retention period
Account data	While your account is active and for 7 years after closure
Identity verification hashes	Indefinitely, for fraud prevention
Professional licence & ABN data	While registered on the platform and for 7 years after deregistration
GPS check-in data	7 years after the related transaction (for dispute resolution)
Listing data	7 years after the related transaction
Maintenance records	7 years after the tenancy ends
Ratings and reviews	Permanently (reviews are not deleted except by admin appeal)
Usage and analytics data	24 months
Rent payment records	7 years after the tenancy ends
Bond lodgement records	7 years after bond is released
Escrow deposit records	7 years after settlement or transaction failure
Arrears notice records	7 years after the notice is issued
Dispute and condition claim records	7 years after resolution or tribunal determination
Presenter profile & credentials	Duration of registration + 7 years
Property Media files (photos, floor plans)	Duration of listing + 3 years
Presenter job & payment records	7 years (tax compliance)
Presenter ratings & reviews	Permanent (unless removed by admin appeal)
Listing media files	Until property delisted + 2 years

10. Your rights

Under the Privacy Act and the APPs, you have the following rights:

- **Access:** request a copy of the personal information we hold about you.



- **Correction:** request that we correct inaccurate or out-of-date information.
- **Deletion:** request deletion of your personal information, subject to legal retention obligations.
- **GPS data:** request a record of GPS check-in data recorded against your account.
- **Opt-out:** unsubscribe from marketing communications at any time.
- **Complaints:** contact info@fareagents.com.au to raise a privacy concern.

11. Cookies

We use essential cookies for session management and analytics cookies (opt-out available via your browser settings or the platform cookie banner). We do **not** use third-party advertising cookies.

12. Children

The platform is not intended for users under 18 years of age. We do not knowingly collect personal information from minors. If we become aware that we have collected information from a minor, we will delete it.

13. Complaints

If you have a complaint about how we have handled your personal information, please contact info@fareagents.com.au. We will respond within 30 days. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at oaic.gov.au.

14. Contact

Entity	FARE Agents Pty Ltd
Privacy enquiries	info@fareagents.com.au
Website	fareagents.com.au