

## WHO CAN ACCESS THIS INFORMATION?

- Individual businesses
- solicitors
- members of the public
- potential purchasers
- valuers

Licensed information brokers have also been granted access to bulk data from QVAS.

## WHO ARE LICENSED INFORMATION BROKERS AND THEIR CUSTOMERS?

Information brokers are organisations which acquire data and information and provide it to their customers.

Customers of information brokers include

- banks
- other finance providers
- real estate agents
- lawyers and other professional advisers
- members of the public

The information brokers and the Qld Government developed the Personal Identification Information in Property Data Code of Conduct ("the Code of Conduct") which came into operation in October 2009.

The Code of Conduct is designed to help protect the personal identification details of Queensland property owners and to stop unsolicited direct marketing using QVAS data.

The Code of Conduct was originally known as the QVAS Code of Conduct. Only information brokers who are subscribers to the Code can access name and address data.

## WHO ADMINISTERS THE CODE OF CONDUCT?

The Code of Conduct is administered by a Committee. The role of the Committee includes

- monitoring compliance with the Code by its subscribers
- handling complaints
- imposing sanctions on subscribers to the Code for non compliance

## PROHIBITION ON DIRECT MARKETING

Under the Code of Conduct the use of personal identification information (names and service addresses) for unsolicited direct marketing by mail, telephone or other means is strictly prohibited.

If you think your personal identification information has been used for direct marketing purposes, you can lodge a complaint.

## CAN I STOP THE USE OF MY PERSONAL INFORMATION?

You can have your name and service address suppressed and this then prevents the information from being accessed by the clients of information brokers.

## WHAT INFORMATION CAN BE SUPPRESSED?

The personal information that can be suppressed is the name or names of the property owners and the address they have nominated for service (i.e. their service address).

Your service address (e.g. PO Box) is the address nominated by you for official correspondence regarding your property e.g. for Land Tax notification or council rates notices.



Personal Identification  
Information in Property  
Data Code of Conduct

## HOW DO I HAVE MY INFORMATION SUPPRESSED?

You can apply by completing the suppression request form on the website.

The request for suppression of your personal information will be actioned within 30 days and then added to a Register of Request Suppressions.

## WHAT DO I DO IF I HAVE A COMPLAINT?

If you have a complaint with a subscriber to the Code of Conduct, you must first raise the matter directly with the subscriber.

Each subscriber is required under the Code of Conduct to have an internal dispute resolution (IDR) process to deal with consumers' complaints.

The contact details of who you need to deal with about your complaint are available on our website.

## IF I AM STILL NOT HAPPY WITH THE OUTCOME, WHAT DO I DO THEN?

You can then lodge a complaint with the Committee for further investigation.

## WHAT DETAILS SHOULD I INCLUDE IN MY COMPLAINT?

Your complaint should include the following

- your name, address, and other contact details
- a concise summary of your complaint
- what action you have taken to try to resolve your complaint and the result
- copies of relevant documents, including your application reference for suppression request
- the result you are seeking

## ARE THERE COMPLAINTS THE COMMITTEE CANNOT INVESTIGATE?

There are restrictions on the types of complaints that can be investigated by the Committee.

These are outlined in the Code of Conduct, which is available on our website or by contacting us.

If we cannot investigate your complaint, we will explain why.

## WHAT IS PERSONAL IDENTIFICATION INFORMATION IN PROPERTY DATA?

The Queensland Valuation and Sales System (QVAS) is the database used by the Queensland Government.

It is used for the storage, update and retrieval of property and sales information and associated valuations.

The database contains the following information:

- details of the property, including the street address
- transaction details (e.g. purchase price and date of sale); and
- relevant details, e.g. owners' names and service addresses

## CONTACT US

mail The Chair, Code Oversight Committee  
GPO Box 1815, Brisbane Qld 4001

email [info@propertydatacodeofconduct.com.au](mailto:info@propertydatacodeofconduct.com.au)

web [www.propertydatacodeofconduct.com.au](http://www.propertydatacodeofconduct.com.au)



Personal Identification  
Information in Property  
Data Code of Conduct