

Privacy and Cyber Security Policy

New Chapter Conveyancing

Effective Date: 01 February 2026

1. Our Commitment to Your Privacy and Security

At New Chapter Conveyancing, your privacy and protection are our highest priority. We are committed to safeguarding your personal information and ensuring your transactions are handled securely.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), and we take active steps to protect our clients and community from cybercrime and fraud.

2. Cyber Security Alert

Cyber fraudsters are targeting Australian law firms, conveyancers, real estate agents, and their clients. These scams often involve fraudulent emails, tampered invoices, or the redirection of settlement funds to fake bank accounts.

To protect you and your property transaction, please follow these important steps:

DO NOT:

- Transfer any money to a bank account unless you have first telephoned our office on our publicly listed number to confirm the account details.
- Click on attachments, links, or download buttons in any unexpected or unusual emails — even if they appear to be from our office — without verifying their legitimacy first.

DO:

- Both email and telephone our office to confirm or update bank details.
- Contact us immediately if you receive an email or message that looks suspicious or unusual.
- Share this warning with anyone involved in your matter (e.g. agent, broker, family)

member, or financier).

New Chapter Conveyancing **will never change our bank details via email**. If you receive any communication suggesting otherwise, do not transfer funds and contact us immediately.

3. Information We Collect

We may collect personal information such as:

- Your name, address, email address, and phone number.
- Identification documents for verification purposes.
- Property and financial details required for your conveyancing matter.
- Correspondence or documents you provide to us.

We only collect information necessary to complete your transaction, comply with legal obligations, and deliver quality service.

4. How We Collect and Use Your Information

We may collect information directly from you, from other parties involved in your transaction, or from government records such as land title searches.

We use this information to:

- Provide conveyancing and property services.
- Verify your identity and meet legal requirements.
- Communicate with you and relevant parties.
- Manage settlements and trust account transactions.
- Improve our website and client experience.

5. Sharing and Disclosure

We may share your information with:

- Government departments such as NSW Land Registry Services & Revenue NSW.
- Financial institutions, settlement agents, or PEXA.
- Service providers assisting with IT, accounting, marketing, or document storage.

All third-party providers are bound by strict confidentiality and privacy obligations. We will never sell or trade your personal information.

6. Website Use, Cookies and Analytics

When you visit our website, we may collect limited non-identifying information such as your browser type, device, and pages viewed. This helps us monitor traffic and improve site performance.

If you leave a comment, submit an enquiry, or log in, cookies may be stored for your convenience. These cookies do not contain sensitive data and can be cleared at any time via your browser settings.

Embedded content (such as maps, videos, or articles) behaves as if you visited the other website directly. Please refer to the privacy policies of those sites for their data handling practices.

7. Storage and Security

We store personal information securely using cloud systems and password-protected databases with multi-factor authentication. Physical files are kept in secure locations and are only accessible to authorised staff.

We take reasonable steps to protect your information from unauthorised access, misuse, loss, or alteration.

8. Access and Correction

You may request access to the personal information we hold about you, or request that it be corrected if inaccurate. Please contact us in writing, and we will respond within a reasonable timeframe.

9. Direct Marketing

From time to time, we may send you updates, news, or offers relevant to property and conveyancing. You can unsubscribe from these communications at any time.

10. Changes to This Policy

We may update this policy periodically to reflect new laws or improvements in our practices. The most current version will always be available on our website.

11. Contact Us

If you have any questions or concerns about this Privacy or Cyber Security Policy, please contact:

New Chapter Conveyancing

Email: natalie@newchapterconveyancing.com

Tel: 0423 309 039

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) via www.oaic.gov.au.

12. Important Reminder

Your safety online is just as important as your property transaction. Please remain alert, confirm bank details by phone, and never act on unexpected emails regarding settlement funds.

Together, we can ensure your property journey remains secure and stress-free — *just as your New Chapter should be.*