

## Privacy Policy

Last updated: October 2025

### 1. Introduction

Investor Haus ("we", "us", or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose and store your information when you visit our website [www.investorhaus.com.au](http://www.investorhaus.com.au), subscribe to our updates, or engage with our services.

By using our website or providing your information, you agree to the terms of this Privacy Policy.

### 2. Information We Collect

We may collect personal information in several ways, including when you:

- Submit an enquiry or contact form on our website
- Subscribe to our newsletter or email updates
- Engage with us via social media or online events
- Are referred to us by a third party (e.g. referral partners)
- Use our website, which uses cookies and analytics tools

The types of information we collect can include:

- Your name, email address, phone number, and other contact details
- Your investment interests or property goals (if provided)
- Referrer details (if applicable)
- Information automatically collected through cookies or Google Analytics, such as IP address, browser type, pages visited, and time spent on the site

### 3. How We Use Your Information

We use your personal information to:

- Respond to your enquiries or requests
- Provide property insights, newsletters, and marketing updates
- Improve our website, services, and client experience
- Communicate with you about events, offers, and opportunities related to property investing
- Maintain records of client interactions and referrals
- Comply with legal and regulatory obligations

### 4. Disclosure of Personal Information

We do not sell your personal information. However, we may share limited data with trusted third parties to help us operate our business, including:

- Email service providers (e.g. Gmail) for client communication
- Analytics providers (e.g. Google Analytics) for understanding website performance

- Professional service providers (e.g. accountants, mortgage brokers, conveyancers, or IT support) who assist us under confidentiality obligations

These third parties may store or process your information outside Australia, but we take reasonable steps to ensure it remains protected and handled in accordance with Australian Privacy Principles.

## **5. Cookies and Analytics**

Our website uses cookies and analytics tools (such as Google Analytics) to collect information about how visitors use the site. Cookies help us improve the browsing experience, track engagement, and deliver more relevant content. You can disable cookies through your browser settings, but this may affect site functionality.

## **6. Email Communications**

If you subscribe to our updates, you may receive occasional emails from us. You can opt out at any time by clicking “unsubscribe” in any email or contacting us directly at [vanessa@investorhaus.com.au](mailto:vanessa@investorhaus.com.au).

We use Gmail as our primary email service provider to communicate with clients securely.

## **7. Security and Storage**

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure. Information is stored securely in electronic format, accessible only by authorised team members or service providers.

## **8. Access and Correction**

You have the right to access the personal information we hold about you and to request corrections if it is inaccurate or outdated. Please contact us at [vanessa@investorhaus.com.au](mailto:vanessa@investorhaus.com.au) to make a request.

## **9. Links to Other Websites**

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites and recommend reviewing their privacy policies separately.

## **10. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. The updated version will always be posted on our website with the “Last updated” date shown at the top.

## **11. Contact Us**

If you have any questions, concerns, or complaints about how we handle your personal information, please contact us at:

Investor Haus  
Gold Coast, QLD, Australia  
Email: [vanessa@investorhaus.com.au](mailto:vanessa@investorhaus.com.au)  
Website: [www.investorhaus.com.au](http://www.investorhaus.com.au)