Buyer's Agent Victoria — Privacy Policy & Terms of Use

Last updated: 17/7/2026

Privacy Policy

Buyer's Agent Victoria Pty Ltd ("BAV", "we", "us") is committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs), as well as our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act).

1. Who we are

BAV is a licensed buyer's advocacy business operated by Jason McCall, ACN 66 741 9089, servicing Melbourne's Inner North.

2. What we collect

Depending on how you interact with us, we may collect:

- Contact details (name, email, phone) provided through this website or our booking calendar
- Property preferences, budget, and target area information you share with us
- **Identity verification documents** (e.g. driver's licence, passport) and, where required, **source of funds or source of wealth information**
- General website usage data (via analytics tools)

3. Why we collect it — including a change from 1 July 2026

We collect this information to provide our buyer's agency services to you.

From 1 July 2026, buyer's agents in Australia are classified as "reporting entities" under the AML/CTF Act. This means that before we can act for you, we are legally required to carry out **Customer Due Diligence (CDD)** — verifying your identity and, in some cases, the source of funds you intend to use to purchase property. This is a legal requirement that applies across the real estate industry, not something specific to you, and being asked for this information does not imply any suspicion of wrongdoing.

4. Who we share it with

We do not sell your information. We may share it with:

- **AUSTRAC** (the Australian Transaction Reports and Analysis Centre), where we are legally required to report information under the AML/CTF Act
- Professionals in our referral network (mortgage brokers, conveyancers, building inspectors) — only where you've asked us to connect you
- Identity verification service providers we use to meet our CDD obligations
- Government or regulatory bodies where required by law

Important: if we are ever required to lodge a Suspicious Matter Report with AUSTRAC, the law prohibits us from telling you that we have done so (this is known as "tipping off" and is a criminal offence for us to disclose). This is a legal obligation on our business, not a judgement about you.

5. How long we keep it

Under section 114 of the AML/CTF Act, records connected to Customer Due Diligence must be retained for a **minimum of 7 years** from the end of our engagement. General website enquiry data not connected to an active engagement is retained only as long as reasonably necessary.

6. Your rights

You can request access to, or correction of, the personal information we hold about you, subject to our legal record-keeping obligations above. Contact us using the details below. If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC).

7. Cookies & analytics

This website may use cookies and analytics tools (e.g. Google Analytics) to understand site usage. You can disable cookies in your browser settings.

8. Changes to this policy

We may update this policy from time to time, including to reflect changes in our legal obligations. The current version will always be available on this page.

9. Contact us

Jason McCall
Buyer’s Agent Victoria
jason@buyersagentvic.com.au
0477 196 858

Terms of Use

1. Purpose of this page

These terms apply to your use of this website. They are general terms only and do not constitute our formal Buyer's Agency Agreement, which is a separate document you'll be asked to review and sign before we act for you.

2. Nature of our services

BAV provides buyer's advocacy services — property search, due diligence, negotiation, and settlement support — for owner-occupiers and investors across Melbourne's Inner North. Specific inclusions, exclusions, and fees are set out in your individual engagement agreement.

3. No financial, legal, or building advice

BAV does not provide financial, legal, or building/structural advice. We can refer you to independent professionals in our network (mortgage brokers, conveyancers, building inspectors), but any advice from those professionals is their own responsibility, not ours.

4. Customer Due Diligence is a condition of engagement

As required by the AML/CTF Act from 1 July 2026, you must provide certain identification and, where applicable, source-of-funds information before we can act on your behalf. **We reserve the right to decline, delay, or terminate an engagement** if this information is not provided, cannot be verified, or if we are otherwise required to do so under our legal obligations.

5. Fees

Fees for our services are set out separately in our current offer and fee schedule, and confirmed in writing before any engagement begins. Nothing on this page constitutes a binding fee quote.

6. Intellectual property

All content on this website (text, images, branding) is owned by BAV or used with permission, and may not be reproduced without consent.

7. Limitation of liability

To the extent permitted by law, BAV is not liable for any indirect or consequential loss arising from your use of this website. Nothing in these terms limits any rights you have under the Australian Consumer Law that cannot be excluded.

8. Governing law

These terms are governed by the laws of Victoria, Australia.

9. Contact

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0477 196 858