

Privacy Policy

VALCORP VALUERS PTY LTD

ABN 44 660 371 040

Effective date: 01/09/2026

Last updated: 01/09/2026

1. About This Privacy Policy

This Privacy Policy explains how Valcorp Valuers Pty Ltd, ABN 44 660 371 040, trading as Valcorp (“Valcorp”, “we”, “us” or “our”), collects, holds, uses and discloses personal information.

Valcorp is committed to handling personal information responsibly and, where applicable, in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and other applicable laws.

This policy applies to personal information collected through our website, by telephone, email, during property inspections, through professional advisers and in connection with valuation and consulting engagements.

2. Personal Information We May Collect

The personal information Valcorp collects depends on the nature of the enquiry or engagement and may include:

- Names and contact details
- Property addresses and property-related information
- Ownership, occupancy and tenancy information
- Valuation instructions and the intended purpose of a report
- Required valuation dates and deadlines
- Identification and authority information
- Billing, payment and transaction information
- Correspondence, documents, photographs and inspection records
- Title, lease, planning, building and property information
- Information supplied by solicitors, accountants, agents, executors, trustees, family members or other authorised representatives
- Complaint, feedback and dispute information

- Website usage information, including device, browser, IP address, cookies and analytics information

Valcorp seeks to collect only information reasonably required to respond to enquiries, assess instructions and provide its services.

3. Sensitive and Third-Party Information

Please do not provide sensitive information unless it is reasonably necessary for the valuation or engagement.

Where an engagement involves family law, probate, litigation or another sensitive matter, Valcorp may receive information concerning other individuals.

If you provide personal information about another person, you represent that you are authorised to provide it or that disclosure is otherwise permitted by law. Where appropriate, you should make that person aware of this Privacy Policy.

Valcorp may request evidence of identity, ownership, authority or representation before discussing an engagement or disclosing information.

4. How We Collect Information

Valcorp may collect information:

- Directly from you
- Through the website enquiry form
- By telephone, email or correspondence
- During a property inspection
- From an authorised representative or professional adviser
- From occupants, owners, agents or other parties connected with an engagement
- From government records and publicly available sources
- From commercial property-information and market-data providers
- From professional, regulatory or legal sources
- Through website, email, security and analytics service providers

Valcorp may record relevant instructions and communications to maintain accurate professional and business records.

5. Why We Collect, Hold and Use Information

Valcorp may collect, hold and use personal information to:

- Respond to enquiries
- Provide quotations
- Verify identity, authority and instructions
- Determine whether Valcorp can accept an engagement
- Identify conflicts of interest
- Arrange property access and inspections
- Research and value property
- Prepare, review and deliver valuation reports
- Communicate with clients and authorised recipients
- Manage fees, invoices and business records
- Respond to questions, complaints, disputes or legal claims
- Maintain professional, insurance and compliance records
- Prevent fraud, misuse, security incidents and unauthorised access
- Improve our website and services
- Comply with professional obligations, court orders and applicable laws
- Establish, exercise or defend Valcorp's legal rights

Valcorp may decline or discontinue an enquiry where sufficient information, authority or cooperation is not provided, subject to any existing contractual or legal obligations.

6. Disclosure of Information

Valcorp may disclose personal information where reasonably necessary to:

- The client who instructed Valcorp
- A person authorised by the client
- Intended recipients identified in the engagement
- Solicitors, accountants, executors, trustees, agents or other professional advisers involved in the matter
- Contractors assisting with inspections, research, administration or technology
- Property-information, mapping, title, planning and market-data providers
- IT, website, email, cloud-storage, document-management and security providers
- Professional indemnity insurers, insurance brokers, auditors and legal advisers

- Courts, tribunals, regulators, professional bodies, government authorities or law-enforcement agencies
- Debt-recovery providers where an amount is lawfully owing

Valcorp does not sell personal information.

Valcorp will not ordinarily disclose information from a valuation engagement to an unrelated person without authority, unless disclosure is required or permitted by law or reasonably necessary to protect Valcorp's legal rights.

7. Valuation Reports and Authorised Recipients

Valuation reports may contain personal, financial, property or commercially sensitive information.

Reports are prepared for the client, purpose, valuation date and authorised users identified in the engagement or report. Valcorp may require written authority before supplying a report or discussing its contents with another person.

A person contacting Valcorp about a report may be required to establish their identity and authority. Valcorp may refuse to disclose information if authority cannot be confirmed or disclosure could affect another person's privacy, confidentiality or legal rights.

8. Overseas Technology Providers

Valcorp uses third-party technology providers, including Wix and Google services such as Gmail. These providers may store, process or make information accessible outside Australia, including in the United States and other countries in which their service providers or data infrastructure operate.

The countries involved may change according to the provider's infrastructure and service arrangements.

By communicating electronically or submitting information through the website, you acknowledge that electronic services may involve processing through third-party systems located in Australia or overseas.

This acknowledgement does not reduce any rights you may have under applicable privacy law.

9. Website Cookies and Analytics

Valcorp's website may use cookies and similar technologies for:

- Website functionality
- Security

- Performance monitoring
- Understanding website traffic
- Improving the visitor experience

These technologies may collect information such as IP address, device type, browser, approximate location and pages visited.

You may limit cookies through your browser settings, although this may affect website functionality.

10. Email and Electronic Communications

Email and internet communications carry inherent security risks. Although Valcorp takes reasonable precautions, Valcorp cannot guarantee that electronic communications will be uninterrupted, error-free or protected from every form of unauthorised access.

Clients should avoid sending unnecessary sensitive information through unsecured email. Valcorp may request that particularly sensitive documents be supplied using another method.

If you receive information from Valcorp in error, please notify Valcorp promptly and delete the information without copying, using or distributing it.

11. Security

Valcorp takes reasonable steps to protect personal information from:

- Misuse
- Interference
- Loss
- Unauthorised access
- Unauthorised modification
- Unauthorised disclosure

Security measures may include access controls, account security, password protection, backups, trusted service providers and restricted access to engagement information.

No website, email service, cloud platform or electronic storage system can be guaranteed to be completely secure. To the extent permitted by law, Valcorp is not responsible for events outside its reasonable control, but this does not exclude any obligation that cannot legally be excluded.

12. Retention and Destruction

Valcorp may retain engagement files, reports, instructions, correspondence and supporting information for the period reasonably required by:

- Professional valuation standards
- Legal and regulatory obligations
- Taxation and accounting requirements
- Professional indemnity insurance requirements
- Limitation periods
- Complaint and dispute management
- Valcorp's legitimate record-keeping requirements

When information is no longer reasonably required, Valcorp may take reasonable steps to destroy or de-identify it, unless continued retention is required or permitted by law.

13. Access and Correction

You may request access to personal information Valcorp holds about you or ask Valcorp to correct information you believe is inaccurate, out of date, incomplete, irrelevant or misleading.

Requests should be sent to:

Privacy Officer

Valcorp Valuers Pty Ltd

Email: valuations8@gmail.com

Phone: 0431 245 460

Valcorp may:

- Request evidence of your identity
- Request evidence of your authority to act for another person
- Ask for sufficient details to locate the information
- Refuse access where permitted by law
- Withhold information affecting another person's privacy, confidentiality or legal rights
- Provide access in an alternative form where appropriate
- Charge a reasonable administrative fee where legally permitted

Where required, Valcorp will explain a refusal and the available complaint process.

14. Privacy Complaints

Privacy complaints should first be made directly to Valcorp.

Please provide:

- Your name and contact details
- Your relationship to the relevant engagement
- The information or conduct concerned
- Relevant dates and supporting documents
- The outcome you are seeking
- Evidence of your authority if acting for another person

Valcorp may require identity and authority verification before investigating or disclosing information.

Valcorp aims to acknowledge a privacy complaint within a reasonable period and ordinarily provide a substantive response within 30 days, subject to the complexity of the matter and the availability of relevant information.

Making or responding to a complaint does not constitute an admission of liability, fault or wrongdoing by Valcorp, its directors, employees, contractors or valuers.

If the complaint cannot be resolved and the Privacy Act applies, you may be entitled to contact the Office of the Australian Information Commissioner. Generally, the OAIC expects you to first give the organisation approximately 30 days to respond.

[Office of the Australian Information Commissioner](#)

15. Direct Marketing

Valcorp may send service-related communications concerning an enquiry or engagement.

Valcorp will only send marketing communications where permitted by law. You may unsubscribe from marketing communications at any time.

Unsubscribing from marketing will not prevent Valcorp from sending communications reasonably required to administer an existing enquiry, valuation or engagement.

16. Links to Other Websites

Valcorp's website may contain links to external websites. Valcorp does not control and is not responsible for the privacy, security or content of those websites.

You should review the privacy policies of external websites before providing personal information.

17. Changes to This Privacy Policy

Valcorp may update this Privacy Policy to reflect changes in its services, technology, legal obligations or information-handling practices.

The current version will be published on the website with its effective date.

18. Contact Details

Valcorp Valuers Pty Ltd

ABN 44 660 371 040

Privacy contact: Diane Patricia Hunt

Email: valuations8@gmail.com

Phone: 0431 245 460

Valcorp Valuers Pty Ltd will use the information you provide to respond to your enquiry, assess your requirements, prepare a quotation and, if instructed, administer valuation services. Information may be disclosed to authorised parties and service providers where reasonably necessary. Please read our Privacy Policy for information about access, correction, overseas technology providers and complaints.

Website Disclaimer

Valcorp Website Disclaimer

This website is operated by **Valcorp Valuers Pty Ltd, ABN 44 660 371 040**, trading as Valcorp.

General Information Only

The information on this website is provided for general information only.

It does not constitute:

- A property valuation
- A valuation report
- Legal advice
- Taxation or accounting advice
- Financial or investment advice
- Insurance advice

- Advice tailored to any particular person, property or transaction

Website content should not be used as a substitute for a formally instructed valuation or advice from an appropriately qualified professional.

No Engagement Created

Submitting an enquiry, requesting a quotation, sending documents or discussing a property does not automatically appoint Valcorp or create a valuer-client relationship.

Valcorp accepts an engagement only after confirming the instructions, scope, purpose, valuation date, intended users, fee and applicable engagement conditions.

Valcorp may decline an enquiry or proposed engagement at its discretion, subject to applicable law and any existing contractual obligations.

Property Values and Market Information

Property values may change due to market conditions, time, location, property characteristics, planning controls, leases, improvements, risks and other factors.

Any examples, descriptions or general market information on this website must not be treated as an assessment of a particular property's value.

A valuation conclusion can only be provided following an appropriately scoped engagement and consideration of the relevant property, evidence, assumptions and limitations.

Intended Purpose and Reliance

Each valuation report is prepared for the particular:

- Client
- Purpose
- Valuation date
- Property interest
- Scope of work
- Intended users

A valuation report may not be suitable for another purpose, date, transaction or person.

No person should rely on a Valcorp report unless that person is identified as an authorised user or Valcorp has expressly agreed in writing to that reliance.

Possession of a report does not itself give a person a right to rely upon it.

The terms, assumptions, qualifications, limitations and reliance provisions contained in the relevant engagement and valuation report take precedence over general information published on this website.

Third-Party Acceptance

Valcorp does not guarantee that a quotation, valuation report or particular report format will be accepted by:

- A court or tribunal
- The Australian Taxation Office
- A state revenue authority
- A lender
- An auditor
- A superannuation fund or trustee
- An insurer
- A government agency
- A solicitor or accountant
- Any other third party

The client is responsible for confirming the requirements of the intended recipient before instructing Valcorp.

Valcorp may assist in clarifying those requirements but does not control decisions made by third parties.

Accuracy and Currency

Valcorp takes reasonable care when preparing website content but does not warrant that the website will always be complete, current, accurate, error-free or continuously available.

Laws, professional requirements, property markets, fees, availability and service areas may change without notice.

Valcorp may update, remove or correct website content at any time.

Urgent and Same-Day Services

References to urgent or same-day valuation services indicate that such services may be available.

Availability is not guaranteed and depends on:

- Property location
- Accessibility
- Property type
- Valuation purpose
- Complexity
- Required documents
- Inspection availability
- Market evidence
- Professional requirements
- Valcorp's existing commitments

A timeframe is binding only when Valcorp confirms it for the particular engagement.

Property Access and Safety

Clients are responsible for providing lawful and reasonably safe access to the property and disclosing known hazards or access restrictions.

Valcorp may postpone, modify or decline an inspection where access is unsafe, unlawful, impractical or materially different from the information supplied.

Additional fees or revised timeframes may apply where access, property conditions or instructions change, subject to the engagement terms.

External Websites and Information

Links to external websites are provided for convenience only. Valcorp does not control or endorse all external content and is not responsible for its accuracy, security, availability or privacy practices.

Information obtained from government, commercial or third-party sources may be subject to its own limitations and conditions.

Website Security

Valcorp takes reasonable precautions but cannot guarantee that the website, email communications or downloaded material will always be free from interruption, errors, malicious code or unauthorised interference.

Users are responsible for maintaining appropriate device, account and cybersecurity protections.

Limitation of Liability

To the maximum extent permitted by law, Valcorp Valuers Pty Ltd and its directors, officers, valuers, employees and contractors exclude liability for loss, damage, cost or expense arising from:

- Reliance on general website content
- Use or inability to use the website
- Errors or omissions in general website information
- Third-party websites or services
- Unauthorised interception or events outside Valcorp's reasonable control
- Use of information for a purpose for which it was not prepared

Where liability cannot lawfully be excluded, it is limited only to the extent permitted by law.

Nothing in this disclaimer excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot legally be excluded, including under the Australian Consumer Law.

Professional Engagements

This website disclaimer does not replace the engagement terms or limitations contained in a Valcorp quotation, instruction agreement or valuation report.

If there is an inconsistency, the specific written terms applying to the engagement or report will govern to the extent permitted by law.

Contact

Valcorp Valuers Pty Ltd
ABN 44 660 371 040

Email: valuations8@gmail.com
Phone: 0431 245 460

Complaints and Feedback

Complaints and Feedback

Valcorp is committed to providing professional, independent and responsive valuation services. Valcorp welcomes genuine feedback and takes reasonable concerns seriously.

If you have a concern about an enquiry, inspection, valuation report, invoice or other aspect of Valcorp's service, please contact Valcorp directly so the matter can be reviewed.

How to Submit a Complaint

Please email **valuations8@gmail.com** and include:

- Your full name and contact details
- The property address
- The report or invoice reference, if applicable
- Your relationship to the client or property
- A clear description of the issue
- Relevant dates and supporting documents
- The outcome you are seeking
- Evidence of your authority if you are acting for another person

Complaints may also be raised by calling **0431 245 460**. Valcorp may request that a telephone complaint be confirmed in writing where necessary to understand, investigate or accurately record the matter.

Identity, Authority and Confidentiality

Before discussing an engagement or report, Valcorp may require evidence of identity and authority.

Valcorp may be unable to provide information to a person who is not the client, an authorised representative or an approved recipient of the report.

Valcorp will handle complaints as confidentially as reasonably possible. Information may be disclosed where required to investigate the matter, obtain legal or insurance advice, respond to a regulator, comply with law or protect Valcorp's legitimate legal interests.

How Complaints Are Handled

Valcorp will ordinarily:

1. Acknowledge the complaint within a reasonable period.
2. Confirm the issues requiring investigation.
3. Review the engagement records and supporting information.
4. Request additional information where necessary.

5. Provide a response or proposed resolution within a reasonable timeframe.

Complex matters may require additional time, particularly where external advice, archived records, third-party information or professional indemnity notification is required.

Valcorp may refer a complaint to its solicitor, insurer, insurance broker, professional adviser or an appropriate external body.

Valuation Disagreements

A difference of opinion about a property's value does not, by itself, establish that a valuation was negligent, inaccurate or improperly prepared.

A valuation is a professional opinion prepared for a particular purpose and valuation date, based on the available evidence, assumptions, property information and agreed scope.

If you disagree with a valuation, please identify:

- The specific conclusion or information disputed
- The evidence you believe should be considered
- Any factual information you believe is incorrect
- Any relevant comparable sales, leases or documents
- Why that information was relevant as at the valuation date

Valcorp may correct a factual or administrative error where appropriate. Valcorp is not required to alter an independent professional opinion merely because a client, property owner or third party prefers a different outcome.

Additional work outside the original scope may require a new instruction and additional fee.

No Admission of Liability

Acknowledging, investigating or responding to a complaint does not constitute an admission of liability, negligence, fault or wrongdoing by Valcorp Valuers Pty Ltd, Diane Patricia Hunt, or any director, valuer, employee or contractor.

Nothing in this complaints process excludes or restricts any right or remedy that cannot lawfully be excluded.

Abusive or Improper Communications

Valcorp may require communications to be made in writing and may limit direct contact where communications are abusive, threatening, discriminatory, repetitive, knowingly false or unrelated to a genuine concern.

This does not prevent a person from exercising a legitimate legal right or making a complaint to an appropriate authority.

Privacy Complaints

Privacy complaints will be handled in accordance with Valcorp's Privacy Policy.

Where the Privacy Act applies, Valcorp ordinarily aims to provide a substantive response within 30 days. If the matter remains unresolved, the complainant may be entitled to contact the [Office of the Australian Information Commissioner](#).

Contact

Valcorp Valuers Pty Ltd

ABN 44 660 371 040

Attention: Diane Patricia Hunt

Email: valuations8@gmail.com

Phone: 0431 245 460

Share Your Experience

Valcorp values client feedback. If Valcorp has completed a valuation for you, you are welcome to share an honest Google review about your experience.

Your feedback helps other property owners and professional advisers understand what to expect when engaging Valcorp.

[Leave Valcorp a Google review](#)

If you have a question or concern requiring a direct response, please contact Valcorp at valuations8@gmail.com or call **0431 245 460**.