PRIVATE
BUYERS

OWNER-FACING

Access, Correction And Complaint Process

This process gives owners and operators a clear path for resolving privacy, accuracy, and contact-boundary issues before they become messy.

VERSION	2026-07-02
STATUS	Public process
OWNER	Private Buyers
USE	Operational document; not legal, valuation, tax, lending, building, or financial advice

Prepared for Private Buyers operational use on 2 July 2026. Review before material platform expansion, paid marketing scale-up, formal investor onboarding, or legal-structure changes.

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Request Channels

Privacy, access, correction, withdrawal, or stop-contact requests can be sent to enquiry@privatebuyers.co.nz. Log the request against the relevant enquiry reference where possible.

Private Buyers may need to verify identity before releasing or changing personal information.

- Acknowledge the request promptly.
- Identify the enquiry, property, sender, and requested action.
- Avoid debating the owner. Clarify the action needed and record the outcome.

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Access And Correction

Owners can ask what personal information Private Buyers holds and can ask for inaccurate information to be corrected.

If a correction is accepted, update the lead record, correspondence notes, and any active investor summary. If a correction is disputed, keep a note of the requested correction and the reason the record was not changed.

- Do not release another person's personal information inside an access response.
- Check email threads, lead records, document exports, and active investor-review notes.
- If a document has already been circulated, consider whether a corrected version or withdrawal notice is needed.

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Stop Contact Or Withdraw Sharing

If an owner asks Private Buyers to stop contact or withdraw investor-sharing permission, mark the lead accordingly and stop non-essential contact unless a limited lawful record or transaction obligation remains.

If information has already gone to an investor or potential purchaser, send a practical instruction that the information is no longer to be used for review unless there is a lawful reason to keep it.

A minimal suppression or withdrawal record can be useful so the person is not accidentally contacted again.

- Archive or restrict the lead.
- Remove it from active buyer review.
- Retain a minimal record where needed to prevent further contact, resolve disputes, or comply with legal/audit obligations.

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Breach Or Serious Concern

If information may have been accessed, disclosed, altered, lost, destroyed, or made unavailable accidentally or without authorisation, treat it as a privacy incident until assessed.

Contain first, then assess seriousness, affected people, risk of harm, and whether notification is required. Keep an incident log because the log itself may contain sensitive information.

- Recall wrong-recipient emails where possible and ask the recipient to delete.
- Restrict access, preserve evidence, and review whether owner/investor notification is needed.
- Escalate urgent harm risks quickly and seek specialist advice where needed.