

Australian Lawyers and Advocates Privacy Policy

Australian Lawyers and Advocates Pty Ltd (ALA) is committed to treating the personal information we collect from you with the utmost care and in accordance with the *Privacy Act 1988* (Cth). This Policy sets out that commitment to you and covers information you provide to us on this website, in person, over the phone or from other avenues such as social media.

We will update this Policy from time to time. If there are any significant changes, a summary of the revision will be published on this webpage. If you have any questions regarding this Policy or your privacy in general, you can get in touch using our contact details below.

What personal information ALA collects

We only collect and hold personal information that we need to administer our legal services. This will generally involve collecting personal information about our prospective or actual clients, service providers and staff. Personal information collected includes:

- contact details such as email, telephone number and address
- identifiers such as name, date of birth and drivers' license
- details about events that may have occurred that have led to legal matters arising
- employment and educational details such as those in resumés, and
- credit and other financial information.

We will generally collect personal information about you directly from you. However, in limited circumstances, we may collect personal information about you from a third party such as a prospective or actual client, service provider or agent. For example, we may collect personal information about you if a prospective or actual client briefs us on a legal matter that you may be involved in.

While administering our legal services, we may also need to collect sensitive information about you, such as information about your race, ethnicity, health, political views, criminal history or biometric information. We will only do this if you have consented verbally or in writing to us.

You will always have the option of not providing us with your personal information when you communicate with us however, this may impact on our ability to assist you with your legal queries.

How ALA uses personal information

We will only use your personal information we collect to administer our legal services and for other purposes we believe you would reasonably expect. If we plan to use your personal

information for any other purpose, we will first obtain your consent before doing so. In the interest of clarity, we will use your personal information primarily for the following purposes:

- administering our legal services such as communicating with you, providing legal advice, assisting with litigation etc.
- sending you promotional material primarily through email that we think you may be interested in
- performing market research and surveys in relation to our legal services
- recruitment, human relations and general employment, and
- as required or permitted by the law.

Who ALA shares your personal information with

ALA will not share your personal information with any third parties unless it is necessary in order to represent you as a client in a legal matter, or as required by the law. This will usually be done with your consent. For example, we may share your personal information with other barristers, disbursement funders, the court or other law firms involved your legal matter.

How ALA secures your personal information

ALA implements a range of data security measures to ensure that the personal information (including privileged information) we hold about you is protected. In addition to ensuring the confidence of your information, we implement measures including:

- physical security controls such as appropriately filing and locking away hard copy documents, logging out of unused devices, implementing a clean desk policy etc.
- technical security controls such as the use of firewalls, password protection on documents, data encryption, user logging and authentication, and
- administrative security controls such as tightened access controls and log management.

All personal information collected by ALA is stored in our Amazon Web Services (AWS) instance in Sydney, Australia. We will also take all reasonable steps to destroy any personal information about you when it is no longer required to be held. This will usually be five to seven years after a matter's close date; unless we were required by law to hold it longer.

How to access and correct your personal information

You can access the personal information we hold about you by getting in touch using our contact details below. Prior to providing access, we may need to verify your identity. We will always acknowledge your request in writing within five business days and endeavour to respond within 30 days. If your request is complex, it may take longer to action and we will therefore inform you of this fact. In rare cases where access requests are overly complex, we may also charge a nominal administrative fee for providing you access.

Additionally, if you believe the personal information we hold about you is incorrect or needs to be updated, you may request a correction via the contact details below. Again, we may need to verify your identity first.

In some cases, it may not be appropriate to provide you access to, or update the personal information we hold about you. In these cases, we will provide you a written explanation as to why. For example, we may refuse to provide you access if doing so would breach legal professional privilege. If you believe that we did not appropriately respond to your request, you are entitled to contact the Office of the Australian Information Commissioner (OAIC) to escalate. Details for the OAIC can be found in the 'contact us' section below.

How to contact us

If you have any questions about our privacy policy or have a general privacy query or complaint that you would like us to formally respond to, you are welcome to get in touch with us directly using our details below.

Australian Lawyers and Advocates

Telephone: (02) 9159 9833

Email: info@lawyersandadvocates.com.au

Mail: Level 1, 299 Elizabeth Street Sydney NSW 2000

If you make a formal complaint in relation to how we have handled your personal information, we will acknowledge receipt of your complaint within five business days and endeavour to provide a written response within 30 days.

Contact details of the OAIC can also be found below.

Office of the Australian Information Commissioner

Telephone: 1300 363 992

Website: www.oaic.gov.au

Mail: GPO Box 5218 Sydney, NSW 2001