

Paton Hooke

— Lawyers & Conveyancers —

Privacy Policy

Paton Hooke Lawyers Pty Ltd ABN 89 100 481 810 (we, us or our) deals with information privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) set out in the Privacy Act.

This Privacy Policy sets out Paton Hooke Lawyers policies in relation to management of personal information.

1. **What kinds of personal information do we collect and hold?**

The kinds of personal information that we collect include:

- contact details such as name, role or position, address, email address, contact numbers, (telephone, fax mobile)
- your personal details, such as date and place of birth, gender, qualifications, titles and the language you speak;
- information relating to your circumstances and affairs relevant to the matter/s in which we are instructed;
- information about your legal interests and requirements and the legal services that you may wish to purchase;
- information regarding our communications with you and your attendance at seminars and promotional events held by us;

- if you are an employee or prospective employee, information about your qualifications, skills and work experience; and
- if you are a supplier or prospective supplier, information about your business skills, services, products and prices.

In this Privacy Policy, we refer to this as **personal information**.

2. **How do we collect and hold your personal information?**

2.1. We collect personal information by various means including when:

- you contact us with a question or inquiry; and
- you attended a seminar or event where we are hosting or presenting;
- you instruct us to act for you and we open a file and conduct a conflict check;
- our clients provide information relating to related and adverse parties relevant to the advice or service we are providing;
- we undertake a search or investigation; and
- you visit our website.

2.2. Where practicable we collect personal information about you directly from you. However, we may have collected information about you from a third party such as a client, a third party information provider, the Courts, our statutory responsibilities or a person responding to our questions or inquiries.

3. What would happen if we did not collect your personal information. If you do not provide us with accurate personal information we may not be able to carry out your instructions or achieve the purpose for which the information has been sought.

4. What are the purposes for which we collect and hold your personal information.

4.1. We collect, hold and use personal information in order to:

- respond to enquires;
- provide legal and related services to our clients
- employ competent and diligent personnel;
- monitor or improve the use of and satisfaction with our legal services;
- let people know about legal developments, our expertise and legal services;
- provide information to third parties as authorised or required by law; and
- to conduct and manage our business.

4.2. We disclose personal information:

- To carry out the instructions of our clients;
- Subject to our confidentiality objections, when using services in support of our legal practise; and
- Required or permitted by law.

5. **The parties to whom personal information is disclosed.**

5.1. Subject to our confidentiality obligations, personal information may be disclosed in the circumstance described below.

- Parties related to a matter/s in which we are acting, government authorities and service providers as reasonably required to carry out instructions;
- Our email marketing provider for the purposes of providing you our newsletter, invitations and legal updates;
- Third party service providers who assists us with archival, auditing, accounting, legal, business consulting, website or technology services, and
- To parties that you have personally consented to.

5.2. We also disclose information if required by law to do so or in circumstances permitted under the Privacy Act – Such as;

- Where we have reasonable grounds to suspect unlawful activity or misconduct of a serious nature that relates to our functions or activities has been, is being, or may be engaged in; or
- In response to a subpoena, discovery request or a Court order.

6. **Opting out of marketing Communications**

We may, from time to time, send you newsletters, invitations and legal updates about our services. You can opt out of receiving further such communications by notifying us using our contact details below by clicking the “unsubscribe” option at the bottom of any marketing email received from us or contact our office.

7. **Security**

7.1. We take reasonable physical, technical and administrative safeguards to protect personal information from misuse, interference, loss and unauthorised access, modification and disclosure. For example, we maintain our files in secure offices and limit access to personal information to individuals with a need to know.

7.2. IT Security procedures are in line with our cyber data policy, including password protection, firewalls and other data safeguards.

7.3. You can also assist us in keeping your personal information secure by maintain the confidentiality of your account passwords and notifying us immediately if there is any unauthorised use of one of your accounts by another Internet user or any other breach of security relating to one of your accounts.

8. Rights to access and correction of your personal information.

8.1. You have the right to access, correct or update your personal information. Unless we are subject to confidentiality obligation or some other restriction or giving access to the information and we are permitted to refuse you access under the Privacy Act, we will endeavour to make your information available to you within 30 days. In some circumstances

it may be appropriate and Lawful for us to deny access to your personal information. Examples of where we may refuse to give you access include where:

- if, your request does not fall under the Freedom of Information Act of the Commonwealth, or a Norfolk Island enactment, that provides for access by persons to documents;
- we reasonably believe that giving you access would pose a serious threat to the life, health or safety of any individual or to public health or public safety;
- giving access would have an unreasonable impact on the privacy of others;
- the request for access is frivolous or vexatious;
- the information could reveal the intentions of a party in negotiations;
- giving access could prejudice the taking of appropriate action in relation to unlawful activity;
- giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of an enforcement body; or
- giving access could reveal evaluative information in a commercially sensitive decision making process.

8.2. If you request to correct your personal information, we will collect, or, if we consider more appropriate, note your request for amendment of the information on your record.

8.3. We will not charge you to make a request to access your personal information, but we may charge you to provide access depending on the costs associated with obtaining and providing the material.

- 8.4. These actions can usually be taken by contacting us at admin@patonhooke.com.au or 02 6551 0355

9. **Notification of changes**

If we decide to change our Privacy Policy, we will post a copy on our website.

10. **Further information and Complaints**

If a breach of this Privacy Policy occurs, a complaint may be made to us by sending it to the managing partner, who will respond to request within a reasonable time, usually 30 days.

If you are not satisfied with the outcome you may write your complaint to the Office of the Australian Information Commissioner using the following link: <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> for a further review of your complaint.