

PRIVACY POLICY

1 INTRODUCTION

- 1.1 This is the privacy policy of Heathfield Grosvenor (Australian Business Number 81 616 358 359) (**we, us, our**).
- 1.2 We are committed to protecting the privacy of our clients, employees, service providers, and contacts (**you, your**) and complying with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth) (**Privacy Act**).
- 1.3 This privacy policy explains how we collect, use, and disclose your personal information. Personal information is, in summary, information or an opinion about you that identifies you, or from which you can reasonably be identified. This Privacy Policy also explains how you may access your personal information, seek corrections and make complaints.
- 1.4 By accessing or using this website, or communicating with us in any way, you agree to the collection, use, disclosure, storage and processing of your personal information and to the other terms and conditions set out in this privacy policy.

2 COLLECTION

- 2.1 **Personal information:** The kinds of personal information we collect include:
- (a) contact details such as name, role or position, address, email address, mobile number, landline number and fax number;
 - (b) information relating to your circumstances and affairs relevant to the matter/s in which we are instructed;
 - (c) information about your legal interests and requirements and the legal services that you may wish to purchase;
 - (d) information regarding our communications with you and your attendance at seminars and promotional events held by us;

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Directors and employees of Heathfield Grosvenor who are also legal practitioners are members of the scheme.

- (e) if you are an employee or prospective employee, information about your qualifications, skills and work experience;
- (f) if you are a supplier or prospective supplier, information about your business skills, services, products and prices; and
- (g) statistical information regarding views, access, use by our visitors.

2.2 We also collect the following information (from which you cannot be identified):

- (a) information about the Internet Protocol addresses of all visitors to this website. We do this to improve your experience and for security purposes; and
- (b) tracking information to determine how the website is used and to make improvements to the website.

2.3 **When we collect:** We collect personal information by various means including when:

- (a) you contact us with a question or inquiry;
- (b) you subscribe to our newsletter or legal updates service;
- (c) you attend a seminar or event where we are hosting or presenting;
- (d) you instruct us to act for you and we open a file and conduct a conflict check;
- (e) our clients provide information relating to related and adverse parties relevant to the advice or services we are providing;
- (f) we undertake a search or investigation; or
- (g) you visit our website.

2.4 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 or a person responding to our questions or inquiries.

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- 2.5 We are required to collect the full name and address of our clients under the *Legal Profession Uniform Law (NSW)*. Accurate name and address information must also be collected in order to comply with the trust account record keeping requirements in the *Legal Profession Uniform Law (NSW)* and to comply with our duty to the courts.
- 2.6 If you are a client and do not provide us with name and address information we cannot act for you.
- 2.7 If you do not provide us with accurate personal information we may not be able to carry out our instructions or achieve the purpose for which the information has been sought.

3 PURPOSES OF COLLECTION & USE

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

- (a) respond to your enquiries;
- (b) provide legal and other services;
- (c) employ competent and diligent personnel;
- (d) monitor or improve the use of and satisfaction with our legal services; and
- (e) let you know about legal developments, our expertise and legal services that may be of interest to you.

Otherwise, we only use personal information for the purposes for which it was given to us, where you have consented to the use in question, or for purposes which are directly related to one of our activities.

4 DISCLOSURE

We disclose personal information:

- (a) in order to engage with you and carry out your instructions;

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- (b) subject to our confidentiality obligations, when using services in support of our legal practice;
- (a) to parties related to us, parties related to a matter you have with us, government authorities and service providers as reasonably required to carry out your instructions;
- (b) to our e-mail marketing provider for the purposes of providing you our newsletter, invitations and legal updates;
- (c) to third party service providers who assist us with archival, auditing, accounting, legal, business consulting, website or technology services; and
- (d) if required or permitted by law to do so.

5 OVERSEAS RECIPIENTS

Some of the third parties described above including our service providers and related bodies corporate may be in overseas jurisdictions such as Europe and the United States of America.

6 MISCELLANEOUS

- 6.1 **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 e-mail received from us.
- 6.2 **Security:** We take reasonable physical, technical and administrative safeguards to protect your 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.
- 6.3 **Access/correction/updating personal information:** You can contact us to access, correct or update your personal information. Unless we are subject to confidentiality obligation or some other restriction on giving access to the information and we are permitted to refuse you access under the Privacy Act, we will endeavour to make your

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information available to you within 30 days. Examples of circumstances where we may refuse to give you access to your personal information include where:

- (a) giving access would be unlawful;
- (b) 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;
- (c) giving access would have an unreasonable impact on the privacy of others;
- (d) the information could reveal the intentions of a party in negotiations;
- (e) giving access could prejudice the taking of appropriate action in relation to unlawful activity;
- (f) giving access could reveal evaluative information in a commercially sensitive decision making process.

If you request to correct your personal information, we will correct, or, if we consider more appropriate, note your request for amendment of the information on your record. We will not charge you to make a request to access your record but we may charge you to actually provide access depending on the costs associated with obtaining and providing the material.

These actions can usually be taken by contacting our solicitor director using the contact information on the "Contact Us" section below.

6.4 **Amendments to this policy:** We reserve the right to amend our privacy policy. We will post a copy of any amended privacy policy on our website.

6.5 **Contact us:** If a breach of this Privacy Policy occurs, a complaint may be made to us by sending it for the attention of the Privacy Officer to:

contact@hglaw.com.au; or

HEATHFIELD GROSVENOR
Level 21, 133 Castlereagh Street
Sydney NSW 2000

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We will endeavour to respond to any complaint within 30 days. If you are not satisfied with our response to your complaint you may seek a review by contacting the Office of the Australian Information Commissioner using the information available at <http://www.oaic.gov.au/privacy/privacy-complaints>.