

This Privacy Policy outlines how Roberts Legal Pty Limited ACN 128 628 599 (“Roberts Legal” and “we”) collects, holds, uses, discloses and otherwise manage your personal information.

This Privacy Policy applies to all dealings between you and Roberts Legal and has been created by Roberts Legal to comply with Roberts Legal’s obligations under the Australian Privacy Principles and the *Privacy Act 1988* (Cth).

Roberts Legal will always display a current version of the Privacy Policy on its Website. Should the Privacy Policy require any updates we will place a notice on the Website advising that the Privacy Policy is being updated.

Your continued use of the Website and our services, requesting our assistance or the provision of further personal information to us after your viewing of this Privacy Policy constitutes your acceptance of the Privacy Policy.

1. How We Collect Your Personal Information

1.1 All personal data is collected for Roberts Legal. Roberts Legal collects your personal information for the following purposes, without limitation:

- (a) to manage and administer the services Roberts Legal offers,
- (b) providing legal services and advice;
- (c) to improve the Website and associated facilities to provide clients with the best possible experience,
- (d) to facilitate marketing databases for direct mail, market research and other sales activities,
- (e) to provide you with information about other products and services Roberts Legal offers that may be relevant,
- (f) to identify and assess whether we can act on your behalf. We will not consider acting for an individual if they do not properly identify themselves, as this could lead to a conflict of interest in the future,
- (g) improving and marketing our services,
- (h) responding to our clients’ enquiries and providing our clients with assistance and advice as required,
- (i) processing enquiry forms you may complete on our Website and allowing you access to interactive features or secure areas of our Website,
- (j) providing you with information about our products and services including legal updates and seminars or events which may be of interest to you,
- (k) managing relationships with clients, businesses and third parties, and
- (l) conducting effective management of our business.

1.2 We may collect your personal information by any number of methods including, without limitation:

- (a) in person at a meeting or seminar,
 - (b) filing out or completing a form or questionnaire,
 - (c) entering into a contractual agreement, and
 - (d) corresponding with Roberts Legal via our website, email or by telephone.
- 1.3 On occasion it may be necessary for Roberts Legal to collect your personal information from a publicly available source. We will only do so where:
- (a) you have consented,
 - (b) you would reasonably expect us to do so, or
 - (c) if it is necessary for us to perform a specific service.

2. Personal Information Collected

2.1 Generally the personal information we collect will consist of your contact details, full name and/or company details. This may include, without limitation:

- (a) postal and email addresses,
- (b) phone, facsimile and mobile telephone numbers,
- (c) business entity and contact details,
- (d) details regarding the matter you are involved in, including the details of any third parties,
- (e) details about your interests in areas of legal practice,
- (f) credit card details,
- (g) banking account details, and
- (h) other information necessary to identify you and your enquiry.

2.2 Where relevant we may ask you for other information. To deliver our more complex services, it may be necessary to collect information including, without limitation:

- (a) employment status,

- (b) company details in which you are a shareholder/officeholder,
- (c) your family members, legal guardians, Power of Attorney or anyone you have authorised to deal with us on your behalf,
- (d) current income,
- (e) financial position, and
- (f) asset and liability information.

2.3 We may also collect personal information such as your IP address and web activity through third party companies if you interact with us over the internet.

2.4 Generally speaking, Roberts Legal will not collect sensitive information (e.g. data relating to professional memberships, race or ethnic origin, religious beliefs, political opinions, criminal record, physical or mental health, or sexual orientation) from you. However, Roberts Legal may do so only if it is reasonably necessary for one (1) or more of our services and you explicitly provide written consent prior to any such information being obtained.

3. How We Use Your Personal Information

3.1 Roberts Legal will use your personal information to perform its services, respond to your requests and provide you with information relating to our services.

3.2 Roberts Legal may disclose your personal information to third parties who assist us to provide our services, including:

- (a) Google, Facebook, LinkedIn and any other social media groups,
- (b) your authorised representative,
- (c) Barristers/experts and any other relevant third parties who may be involved in your matter,
- (d) credit reporting bodies/providers,
- (e) government regulators (i.e. NSW Police, ASIC),
- (f) other legal parties and or their advisors, and
- (g) contracted service providers of Roberts Legal such as:
 - (i) business and litigation support service providers,
 - (ii) information technology providers,
 - (iii) data storage and archive providers,
 - (iv) function and event organisers,
 - (v) marketing and communications agencies,
 - (vi) delivery, mail and shipping agencies,
 - (vii) business advisors (such as recruitment advisors, accounts, auditors and other lawyers).

3.3 With your verbal or written consent, Roberts Legal may use or disclose your personal information to the following third parties:

- (a) those that provide, manage or administer our service to you,
- (b) those involved in service planning and development,
- (c) your representatives, including your Financial Planner, Accountant and legal advisers, and
- (d) those required or authorised by law, for example, Government or regulatory bodies for purposes related to public health or safety, the prevention or detection of unlawful activities or to protect public revenue.

3.4 Roberts Legal requires third parties to protect your information in a manner consistent with this policy and the *Privacy Act 1988* (Cth). Roberts Legal will never sell your personal information without your written consent.

3.5 If personal information is not able to be collected, this may impact the level of service Roberts Legal is able to provide.

3.6 Roberts Legal may use your personal information to market our services, including by phone, facsimile, email or SMS. If at any stage you no longer wish to receive this marketing, please send an email to reception@robertslegal.com.au with your full name, postcode, mobile number and the communication mediums you wish to unsubscribe from. Roberts Legal will endeavor to process your request within 14 days.

3.7 Roberts Legal will hold your personal information for such time as required to fulfil the purposes for which it was collected, or as required by law.

4. Security of Your Personal Information

4.1 Roberts Legal acknowledges that the security of your personal information is very important. Roberts Legal will take reasonable commercial measures to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Roberts Legal may keep your personal information in electronic form or hard copy.

4.2 Roberts Legal implements a number of measures to ensure your personal information is safeguarded. Roberts Legal’s measures include the following:

- (a) security measures for systems access,
- (b) providing discreet meeting areas for confidential discussions,
- (c) access control for all our records and management systems, and
- (d) secure web forms when collecting personal and sensitive information.

4.3 Roberts Legal takes reasonable care to ensure any personal information you provide Roberts Legal via the Website is protected. Depending on your involvement with Roberts Legal and the type of information collected, user identifiers, passwords or other access codes may also be used to control access to your personal information.

5. Social Media Communications

5.1 Roberts Legal may communicate with you by social media, forums and other interactive platforms. Any personal information you disclose on these sites may be read, collected and used by other users over whom we have no control. Roberts Legal are not responsible for any use, misuse or misappropriation by other users of any personal information that you contribute in this manner.

5.2 The website may include links to third party websites. If you access those websites you will be subject to their respective privacy policies, the terms and conditions of which may differ from Roberts Legal’s. You will need to contact or examine those websites or companies directly to determine their privacy standards, policies and procedures.

6. Access to Your Personal Information

6.1 To request access to your personal information, please email Roberts Legal. In certain circumstances Roberts Legal may be able to deal with your request over the telephone or in person. Otherwise we will endeavour to process your request within 14 days.

6.2 In some circumstances Roberts Legal may refuse to give you access. We will explain why if that is the case and, in most cases, the reason will be that the disclosure may unreasonably affect the privacy of others.

6.3 Roberts Legal takes reasonable steps to ensure that the personal information Roberts Legal collects and stores is accurate, up-to-date and complete. Should you wish to access your personal information to ensure it is accurate, up-to-date, complete, relevant and not misleading, and if not, to correct it, please email Roberts Legal.

7. Complaints

7.1 If you believe we have breached an Australian Privacy Principle or registered Australian Privacy Principle code and would like to make a complaint, you can do so in writing by emailing or writing to Roberts Legal. We will endeavour to respond to your complaint within 30 days.

7.2 You may direct any subsequent complaints to the Office of the Australian Information Commissioner (OAIC) at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

8. How to Contact Roberts Legal

8.1 Roberts Legal is committed to respecting your right to privacy and protecting your personal information. You may request further information about the way we manage your personal information by contacting Roberts Legal by the following means:

Roberts Legal

274 Bruncker Road

ADAMSTOWN NSW 2289

Phone: 02 4952 3901

Email: reception@robertslegal.com.au