



ABN 84 603 410 804

## PRIVACY POLICY

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This Privacy Policy applies to Precision Legal Pty Ltd ABN 84 603 410 804 and its related entities (collectively, **the Firm**).

### 1. ABOUT THIS PRIVACY POLICY

This Privacy Policy details how the Firm collects, holds, uses, discloses and otherwise handles personal information. It also explains how you may access and correct your personal information, make a complaint about a breach of your privacy, and how such complaints will be dealt with.

The Firm is bound by the *Privacy Act 1988* (Cth) (**Act**), as amended by the *Privacy and Other Legislation Amendment Act 2024* (Cth) (**POLA Act**), and the Australian Privacy Principles (**APPs**) set out in Schedule 1 of the Act.

Under the Act, 'personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

### 2. OUR UNDERTAKING TO YOU

The Firm respects your privacy and the confidentiality of your personal information. We undertake to collect personal information about you in a fair and lawful way and in a manner that is not unreasonably intrusive. This means that we will not use any form of deception or threat when we collect personal information, whether from you or from any other person.

We undertake to keep your information confidential and to handle your personal information in accordance with the Act, the APPs and our professional obligations as legal practitioners.

We will be transparent and open about what personal information we collect, hold, use and disclose, as well as how you can make a complaint if you consider that your privacy has been interfered with.

### 3. YOUR ACCEPTANCE OF THIS PRIVACY POLICY

By engaging the Firm for legal services, conveyancing services (which includes the preparation of a Form 1 and undertaking a Verification of Identity (**VOI**)), entering into contracts with us, using our website or otherwise providing us with your personal information, you agree to the terms of this Privacy Policy.

The Firm reviews this Privacy Policy on a regular basis to ensure it remains current and compliant with applicable legislation. If changes are made, the revised date of the last update will be listed at the end of this Privacy Policy. We encourage you to visit our website regularly for any updates.

### 4. TYPES OF PERSONAL INFORMATION WE COLLECT

All information received in connection with a client matter is subject to strict rules of confidentiality and legal professional privilege. The information will not be disclosed except in accordance with our professional obligations, as specifically authorised by our client or as contemplated by this Privacy Policy.

Personal information collected by the Firm may include:

- (a) your name, date of birth, residential and postal addresses, occupation and contact information such as your telephone number and email address;
- (b) certain sensitive information (as defined in the Act) which may be relevant to our legal advice to you, including health information, information about your racial or ethnic origin, political opinions, religious beliefs, sexual orientation, or criminal record;
- (c) financial information such as bank account details, billing information and credit card details;
- (d) government-issued identifiers, such as Tax File Numbers (**TFN**), Australian Business Numbers (**ABN**), Medicare numbers and driver's licence details (which are only used in accordance with the Act);
- (e) digital information, including the Internet Protocol address, the type of web browser used, or the device used to access our website;
- (f) information relating to the purchase of products and payments for attendances at legal seminars, webinars and events;
- (g) areas of legal practice of interest or events of interest; and
- (h) any other information you disclose to us in the course of our engagement or dealings with you.

## **5. HOW WE COLLECT PERSONAL INFORMATION**

The Firm will collect personal information directly from you where it is reasonable and practicable to do so. This may occur through various means, including through initial consultations, client engagement forms, email correspondence, our website contact forms, and telephone conversations.

In some circumstances, we may collect personal information from third parties where it is necessary to do so for the provision of our legal services. This may include collecting information from other parties to a transaction or dispute, courts, tribunals, regulatory authorities, government agencies, publicly available sources, and other professionals engaged in the matter.

You may choose not to provide the Firm with your personal information where it is lawful and practicable to do so. However, please note that withholding personal information may prevent the Firm from being able to provide services to you.

We treat the personal information (including sensitive information) that we receive and hold in accordance with strict professional obligations of confidentiality and legal professional privilege. We hold personal information in both physical records and electronic files.

## **6. COOKIES AND WEBSITE TECHNOLOGIES**

The Firm may from time to time use various technologies, such as cookies, to collect anonymous information from users of our website. This information assists us to analyse website traffic and guide the development of the website. You may modify your browser settings to disable such technologies, but please note that doing so may affect your experience when viewing our website.

The name, email address and telephone number of individuals who send a message or obtain a quote through the Firm's website will be retained for the purposes of sending a response. This information will not be used for any other purpose, nor disclosed without your consent.

## **7. USE OF PERSONAL INFORMATION**

The Firm collects and uses personal information for the primary purpose for which it was collected, for any purpose to which you have consented, or for any related purpose where you would reasonably expect us to use or disclose the information. In particular, we collect and use your information to:

- (a) provide or offer legal and related services to you;
- (b) manage and administer the services we provide, including billing and accounting;
- (c) manage our relationships with you and our other clients;

- (d) facilitate our internal business operations, including fulfilling our legal requirements and professional obligations;
- (e) comply with applicable laws, regulations, codes and professional standards; and
- (f) communicate with you, including providing you with updates relevant to your matter.

## **8. DISCLOSURE OF PERSONAL INFORMATION**

The Firm may be required or permitted to disclose personal information for the purposes for which it was collected and also:

- (a) as required by law, subject to our professional obligations, as permitted under the APPs, or with your consent if required;
- (b) subject to our professional obligations, to any person where necessary or desirable in connection with our provision of legal services, such as to the client, courts, tribunals, regulatory authorities, other legal practitioners within the Firm, mediators and arbitrators; and
- (c) on a confidential basis to external third parties, which include external service providers, barristers, expert witnesses, contractors and agents engaged by us to assist in the provision of services.

## **9. DIRECT MARKETING**

The Firm may occasionally use your personal information to notify you about services offered by us, legal updates, seminars or other events that may be of interest to you. You may request not to receive such communications by advising our representative at the time of the engagement, or you can contact us directly at any time and inform us that you do not wish to receive promotional material. We will process your opt-out request promptly.

## **10. CROSS-BORDER DISCLOSURE**

The Firm does not routinely disclose personal information overseas. We will only disclose personal information overseas where it is strictly required to provide the services for which we have been engaged, and only after having first obtained your consent to such disclosure.

If we do disclose your information internationally, we will take reasonable steps to ensure that the overseas recipient handles your personal information in a manner consistent with the APPs. Where lawful and appropriate, we will require the recipient to be bound by obligations of confidentiality. If information is disclosed to a court or government body, it will usually not be possible to impose such requirements.

## **11. AUTOMATED DECISION-MAKING AND ARTIFICIAL INTELLIGENCE**

In accordance with the POLA Act, the Firm is committed to transparency regarding the use of automated decision-making and artificial intelligence (AI) tools. The Firm's use of AI is governed by the Firm's Artificial Intelligence (AI) Use Policy.

The Firm does not use automated decision-making systems to make decisions that could reasonably be expected to significantly affect your rights or interests without human oversight and review. Where the Firm uses AI tools in the course of providing services, such tools are used to assist – not replace – the professional judgement of qualified legal practitioners.

The Firm will not input, process or transmit your personal information through AI systems unless those systems have been approved by the Firm's management and meet applicable confidentiality and security standards. Should the Firm's practices regarding automated decision-making change, this Privacy Policy will be updated accordingly.

## **12. PROTECTION OF PERSONAL INFORMATION**

The Firm takes all reasonable steps, including implementing appropriate technical and organisational measures, to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

This obligation is consistent with the requirement under the Act (as clarified by the POLA Act) to implement such measures as part of taking 'reasonable steps' to protect personal information.

The Firm's security safeguards include, but are not limited to:

- (a) all electronic databases and systems incorporating strict password access controls, multi-factor authentication, encryption, virus protection and firewall procedures;
- (b) sensitive personal information being accessible only by designated staff who are bound by duties of confidentiality;
- (c) physical and logical security measures being employed to address both external threats and the possibility of internal ones;
- (d) regular review of security practices and systems to ensure they remain adequate and current; and
- (e) all persons in the Firm with access to personal information being subject to binding confidentiality obligations.

Whilst the Firm takes all reasonable steps to safeguard your personal information, no data transmission over the internet or electronic storage system can be guaranteed to be completely secure. The Firm does not accept liability for the improper actions of unauthorised third parties. We ensure that all employees and contractors are bound by confidentiality agreements requiring that they do not use or disclose your personal information in a manner contrary to this Privacy Policy.

### **13. NOTIFIABLE DATA BREACHES**

In the event that a data breach occurs involving your personal information, the Firm will respond in accordance with the Notifiable Data Breaches (**NDB**) scheme under Part IIIC of the Act and the Firm's Notifiable Data Breach (NDB) Response Plan.

Where a data breach is assessed as an 'eligible data breach' – that is, a breach that is likely to result in serious harm to any individual whose personal information is involved – the Firm will notify the Office of the Australian Information Commissioner (**OAIC**) and affected individuals as soon as practicable in accordance with the Act.

### **14. RETENTION AND DISPOSAL OF PERSONAL INFORMATION**

The Firm will retain personal information for as long as it is required for the purposes for which it was collected, to comply with our legal and professional obligations, or as otherwise required by law.

For matter-related information, personal information, materials and other records will be stored securely for no less than seven (7) years after the completion of your matter, in accordance with the Firm's document retention obligations under applicable legislation and professional conduct rules.

Where personal information is no longer required to be retained by the Firm, or where the Firm has received unsolicited personal information that it is not permitted to retain, the Firm will take reasonable steps to destroy or de-identify the information in a secure manner.

### **15. ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION**

#### **Access**

You may request access to the personal information that the Firm holds about you by contacting us using the details set out at the end of this Privacy Policy. The Firm will respond to your access request within a reasonable period and in any event no later than 30 days after receipt of the request.

The Firm may not be required to provide you with access to your personal information in certain circumstances, including where:

- (a) providing access would have an unreasonable impact on the privacy of other individuals;
- (b) the request is frivolous or vexatious;

- (c) the information relates to existing or anticipated legal proceedings between the Firm and you, and the information would not be accessible by the process of discovery in those proceedings;
- (d) providing access would be unlawful or would prejudice enforcement activities; or
- (e) denial of access is required or authorised by or under an Australian law or a court or tribunal order.

If the Firm refuses your access request, we will provide you with written reasons for the refusal and advise you of the available complaint mechanisms.

The Firm will not charge you for making an access request. However, we may charge a reasonable fee to cover the costs of locating the information and providing it to you, of which you will be advised in advance.

### **Correction**

The Firm will take reasonable steps to ensure that the personal information it collects, uses and discloses is accurate, up-to-date, complete, relevant and not misleading.

If you believe that the personal information the Firm holds about you is incorrect, incomplete or not current, please contact us to request its correction. The Firm will respond to a correction request within a reasonable period and in any event no later than 28 days after receipt of the request.

If the Firm refuses your correction request, we will provide you with written reasons for the refusal and advise you how to lodge a complaint about such refusal. The Firm will not charge you for making a correction request or for correcting your personal information.

## **16. STATUTORY TORT FOR SERIOUS INVASIONS OF PRIVACY**

The POLA Act introduced a statutory tort for serious invasions of privacy, which commenced on 10 June 2025. This provides individuals with a direct right of action to seek compensation through the courts where a serious invasion of their privacy has occurred, whether by intrusion upon seclusion or misuse of personal information.

The Firm takes its obligations in respect of this statutory tort seriously and has implemented appropriate policies, procedures and safeguards to minimise the risk of any serious invasion of privacy occurring.

## **17. CHILDREN'S PRIVACY**

The Firm does not knowingly collect personal information from children (individuals under the age of 18) except where such collection is necessary for the provision of legal services and is undertaken with the consent or involvement of a parent or guardian. The Firm will handle any personal information relating to children with particular care and in accordance with any applicable Children's Online Privacy Code once registered by the OAIC.

## **18. COMPLAINTS**

If you are not satisfied with how the Firm has handled your personal information, or if you believe that the Firm has breached your privacy, please contact us as soon as practicable using the contact information set out below.

The Firm will acknowledge receipt of your complaint within five (5) business days and will investigate the matter promptly. We will provide you with a written response within 30 days of receiving your complaint, outlining the outcome of our investigation and any steps the Firm proposes to take.

If you are not satisfied with the Firm's resolution of your complaint, or the way in which we have handled your complaint, you may refer the matter to the OAIC. The OAIC can be contacted at:

Office of the Australian Information Commissioner

GPO Box 5218, Sydney NSW 2001

Telephone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

## **19. THIRD-PARTY WEBSITES**

The Firm's website may contain links to third-party websites. The Firm is not responsible for the privacy practices or the content of those third-party websites. If you access a third-party website through a link on our website and submit your personal information to that third party, you will be subject to the privacy policy of that third party. We encourage you to read the privacy policies of any third-party websites you visit.

## **20. CHANGES TO THIS PRIVACY POLICY**

The Firm may update this Privacy Policy from time to time to reflect changes in our practices, applicable legislation or regulatory requirements. Any changes will take effect from the date the updated Privacy Policy is published on our website. We encourage you to review this Privacy Policy periodically to stay informed about how the Firm protects your personal information.

## **21. HOW TO CONTACT US**

If you have any questions about this Privacy Policy, our handling of your personal information, or wish to make an access, correction or complaint request, you may contact us by:

- (a) sending an email to [info@precisionlegal.com.au](mailto:info@precisionlegal.com.au); or
- (b) writing to the Directors at Precision Legal Pty Ltd, Level 2, 124 South Terrace, Adelaide SA 5000.

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