

## Privacy Policy

Balmoral Legal understands that your privacy is important to you and we are committed to protecting the confidentiality of your personal information in accordance with the Australian Privacy Principles.

This Privacy Policy explains the types of personal information that may be collected, how it may be collected and how it may be used. This includes who Balmoral Legal may disclose it to, how you can access / change your personal information and how to make a privacy complaint.

### Types of personal information

Information about the following may be collected:

- clients, business associates and potential clients (and any of their employees);
- suppliers (and their employees);
- employees, contractors, sub-contractors and prospective employees ; and
- other people who come into contact with Balmoral Legal.

The types of personal information that may be collected could be:

- related to accessing the Balmoral Legal website (such as your server address, the date and time, the pages accessed, documents downloaded (if any), the type of browser you used, etc);
- your name, postal address, email, telephone and fax numbers;
- occupation;
- date of birth, gender and marital status;
- transaction details (e.g. credit card information) associated with payment for services;
- information about your legal issues and personal circumstances;
- health information;
- any additional information provided by you to us or our associated businesses;
- information you provide to us through customer surveys;
- information about products and services that you may be interested in; and/or
- any other information you provide to us by any means during our business engagement.

### How personal information is collected

Personal information may be collected directly from you or by way of other means, such as:

- the use of services from Balmoral Legal;
- attendance at an external event in which you provided business card or contact details to Balmoral Legal;
- connection with Balmoral Legal or one of its employees through LinkedIn or other online forums;
- signing up to receive information from Balmoral Legal;
- use of the Balmoral Legal website;
- applying for or accepting employment with Balmoral Legal; and/or
- providing, or offering to provide, services to Balmoral Legal.

Information is also collected by way of face-to-face meetings, completed forms, business cards, telephone conversations, applications, interviews, emails and invitations.

In some circumstances personal information may be collected about you from a third party. Some examples of third party sources include referees, medical professionals and publicly available records.

We use cookies and other internet technologies to manage our website and certain online products and services. Information in a cookie does not personally identify you, however, it provides us with details of the areas of the site which you have been browsing and the number of times that you have accessed our website.

## **How we use this information**

Balmoral Legal will collect and hold personal information that is necessary to provide services, develop and promote business and comply with our obligations.

Balmoral Legal may use and disclose your personal information for the primary purpose for which it is collected, for reasonably expected secondary purposes which are related to the primary purpose and in any other circumstances authorised via the *Privacy Act 1988* (Cth) ("**Privacy Act**").

## **Emails you may receive from Balmoral Legal**

Balmoral Legal will not send spam emails. Balmoral Legal may use your email address to send publications, newsletters and invitations to seminars / events. You can unsubscribe from Balmoral Legal emails at any time. You can also contact Balmoral Legal if you prefer not to receive this information.

## **Disclosing your personal information**

Balmoral Legal may disclose your information to:

- individuals or organisations in connection with providing services or who perform functions on behalf of Balmoral Legal (such as sub-contractors); and/or
- anyone else who you authorise us to disclose information to.

Balmoral Legal may also collect personal information from these individuals and organisations and will deal with this information in accordance with this Privacy Policy.

Should your personal information no longer be required for any of the purposes outlined in this Privacy Policy, all reasonable steps will be taken to destroy it.

## **Information about other people which you provide**

If you provide personal information about someone else (such as one of your directors or employees) you must ensure that:

- the information is correct and has been collected and disclosed in accordance with the applicable privacy legislation;
- you are entitled to disclose that information to us; and
- without taking any further steps, Balmoral Legal may collect, use and disclose that information in accordance with this Privacy Policy.

You must ensure the individual concerned is aware of the various matters detailed in this Privacy Policy.

In addition, Balmoral Legal may disclose personal information to you about other individuals in the course of providing services to you. If this occurs, you agree to use, disclose, handle, collect and transfer that information in accordance with the Privacy Act.

## **Access to your personal information**

At your request we will advise you what information we have stored about you. If any of this information is incorrect, or should you wish for Balmoral Legal to remove information about you, please send an email to the details at the bottom of this Privacy Policy.

Balmoral Legal is not responsible for any problems that may arise if you have not given accurate, truthful or complete information, or if you fail to update such information.

## **Making a privacy complaint**

If you would like to make a complaint about a breach or a potential breach by Balmoral Legal of this Privacy Policy, the Australian Privacy Principles or the Privacy Act, please direct your complaint to the Principal Consultant using the details below. You will be contacted within 24 hours to acknowledge receipt of the complaint and a full response to your complaint will be provided within 7 days.

All complaints regarding alleged breaches of the Privacy Act must be made within six months of the date of the alleged breach.

If you are not satisfied with the response you can contact the Office of the Australian Information Commissioner who may investigate your complaint further.

## **Changes to our Privacy Policy**

It may be necessary for this Privacy Policy to be reviewed and amended from time to time. Balmoral Legal reserves the right to change this Privacy Policy at any time and to notify you about changes to this Privacy Policy by posting an updated version on the Balmoral Legal website.

## **Contact details**

If you have any queries about this Privacy Policy, would like to access or change your personal information or would like to make a complaint concerning the use or handling of your personal information, please contact the Legal Practice Director on:

Telephone: +61 (0) 8 9355 0776  
Email: david@balmorallegal.com.au  
Web: www.balmorallegal.com.au