

PRIVACY & INFORMATION COLLECTION POLICY

1. USE AND COLLECTION OF YOUR PERSONAL INFORMATION

- 1.1 We collect information about you when you provide it to us, when you use our Services, and when other sources provide it to us, as further described below.
- 1.2 We also collect information through audio recordings of our telephone and in-person consultations with you. We will advise at the commencement of each telephone and in-person consultation with you each time we intend on recording conversation and consultation. Please tell us if you do not wish for us to do so.
- 1.3 We use your personal information in a number of ways:
 - 1.3.1 To provide our Services and personalise your experience. We use information about you to provide the Services to you, including to process transactions with you and provide customer support;
 - 1.3.2 For research and development – we may use your personal information to assist us in making our Services smarter, faster, secure, integrated and useful to you. We use collective learning about how people use our Services, as well as feedback provided directly to us, in order to troubleshoot and identify trends, usage, activity patterns and areas for integration and improvement of our services;
 - 1.3.3 To communicate with you about the Services;
 - 1.3.4 Customer support – we may use your information to resolve any issues you may encounter, to respond to your requests for assistance and to improve the Services;
 - 1.3.5 For safety and security – we may use information about you and your Service to verify accounts, activity, to monitor suspicious or fraudulent activity and to identify violations of Service Policies; and
 - 1.3.6 To protect our legitimate business interests and legal rights – where required by law or where we believe it is necessary to protect our legal rights, interests and the interests of other, we use information about you in connection with legal claims, compliance, regulatory and audit functions, and disclosures in connection with the acquisition, merger or sale of business.

- 1.4 You may change your details at any time by advising us in writing via email.
- 1.5 This we may also use and disclose personal and confidential information you provide in the following ways;
 - 1.5.1 Conduct conflict checks prior to commencing work on your behalf;
 - 1.5.2 With your express or implied authority;
 - 1.5.3 If we are permitted or compelled by law;
 - 1.5.4 If in a confidential setting, for the sole purpose of obtaining advice in connection with our legal and ethical obligations;
 - 1.5.5 For the sole purpose of avoiding the probable commission of a serious criminal offence;
 - 1.5.6 For the purpose of preventing imminent serious physical harm to you or another person; or
 - 1.5.7 To the Legal Practitioners' Liability Committee ABN: 45 838 419 536, law practice or associated entity.
- 1.6 We obtain and store your information that you either provide to us on our website or any other way from time to time. This can include contact information such as but not limited to your name, phone number, address, and email address. We use your information to send you information or process our services for your needs, and we may also collect additional at other times, including but not limited to when you provide feedback, change your content or email preferences, or communicate with Zanier Legal Services staff.
- 1.7 We ensure that we respect the privacy of all of our online visitors. We may collect information on or through this website that can personally identify you. When you visit our site, third parties (such as Google, Facebook, Tiktok, etc) may upload cookies onto your browser to provide tailored advertising to you.
- 1.8 A cookie is a small text file that our site may place on your computer as a tool to remember your preferences. You may refuse the use of cookies by selecting the appropriate setting on your browser. However, this may limit our site functionality.

2. **Information Quality**

- 2.1 Our goal is to ensure that your information is accurate, complete and up-to-date. To assist us with this, please contact us if any details you have provided change. Further, if you believe that the information we have about you is not accurate, complete or up-to-date, contact us and we will use all reasonable efforts to correct the information.

3. **Direct Marketing**

- 3.1 We may use personal information collected from you for the purpose of providing you with direct marketing material and information. This will only apply if you have registered or subscribed to such publications by entering your details with us. However, if you wish to cease receiving any such information, you may let us know either by email, and your request will be actioned as soon as possible.

4. **Third-Party Service Providers**

- 4.1 We use Google and/or other third-party service providers to serve ads on our behalf across the Internet and sometimes on this website. They may collect anonymous information about your visits to our website (not including your name, address, email address or telephone number) and your interaction with our products and services. They may also use information about your visits to this and other websites to target advertisements for goods and services in order to provide more relevant advertisements about goods and services of interest to you.

5. **STORAGE AND SECURITY**

- 5.1 **How we store and secure information that we collect:** All information Zanier Legal Services Pty Ltd receives from its customers is stored via Wix, and our online legal platform LEAP. All of the customer data Zanier Legal Services Pty Ltd collects is secured against unauthorised use or access and password protected.
- 5.2 **How long we keep information:** How long we keep information we collect about you depends on the type of information, as described in further detail below. After such time, we will either delete or anonymise your information or, if this is not possible (for example, because the information has been stored in

backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

5.3 **Account information:** We may retain your account information for a minimum of seven (7) years from the later of the date on which the information was received or the file was opened. We also retain some of your information as necessary to comply with our legal obligations, to resolve disputes, to enforce our agreements, to support business operations, and to continue to develop and improve our Services. Where we retain information for Service improvement and development, we take steps to eliminate information that directly identifies you . We only use the information to uncover collective insights about using our Services, not to analyse your personal characteristics specifically.

5.4 **Marketing information:** If you have elected to receive marketing emails from us, we retain information about your marketing preferences for a reasonable period of time. We retain information derived from cookies and other tracking technologies for a reasonable period of time from the date such information was created.

6. **DISCLOSURE OF YOUR INFORMATION**

6.1 Details are only supplied to a third-party supplier when it is required by law, for goods or services which you have purchased or to protect Zanier Legal Services Pty Ltd copyright, trademarks and other legal rights.

6.2 We share information we collect about you in the ways discussed below. In order to use our services we may in some instances pass all or some of your personal information on to our suppliers. We will not sell or rent any personally identifiable information about you to any third party.

6.3 **Sharing with third parties** – We may share information with third parties that help us operate, provide, improve, integrate, customise, support and market our Services.

6.4 **Service Providers:** We work with third-party service providers to provide website and application development, hosting, maintenance, backup, storage, virtual infrastructure, payment processing, analysis and other services for us, which may require them to access or use information about you. If a service provider needs to access information about you to perform services on our behalf, they do so under close instruction from us, including policies and procedures designed to protect your information.

- 6.5 **Zanier Legal Services Pty Ltd Partners:** We work with third parties who help us improve the Services we provide to you. This help could be consulting, sales and / or technical assistance, to deliver improvements for you. We may share your information with these third parties in connection with the help they are giving to us, such as to assist with marketing and promotions. We may also share information with these third parties where you have agreed to that sharing.
- 6.6 **Links to Third Party Sites:** The Services may include links to other websites. These links are meant for your convenience only. Links to third-party websites do not constitute sponsorship or endorsement, or approval of these websites. Please be aware that Zanier Legal Services Pty Ltd is not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by our website.
- 6.7 **Your consent:** We share information about you with third parties when you give us consent to do so. For example, we may display personal testimonials of satisfied customers on our public websites. With your consent, we may post your name alongside the testimonial.
- 6.8 **Compliance with Enforcement Requests and Applicable Laws;**
- 6.8.1 **Enforcement of Our Rights:** In exceptional circumstances, we may share information about you with a third party if we believe that sharing is reasonably necessary to (a) comply with any applicable law, regulation, legal process or governmental request, including to meet national security requirements, (b) enforce our agreements, policies and terms of service, (c) protect the security or integrity of our products and services, (d) protect our customers or the public from harm or illegal activities, or (e) respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person. For more information on how we respond to government requests, see our Guidelines for Law Enforcement and our Transparency Report.
- 6.9 We will use reasonable means to protect the privacy of your Personal Data while in our possession or control. We will not knowingly share any of your Personal Data with any third party other than our service providers who assist us in providing the information and/or services we are providing to you. To the extent that we share your personal information with a service provider, we

would only do so if that party has agreed to comply with our privacy standards described in this Privacy Policy.

- 6.10 Any non-personal information, communications and material you send to this website or to us by email, or which we obtain from third parties without promises of confidentiality, may be kept, used and disclosed by us on a non-confidential basis. We are free to use and reproduce any such information freely, and for any purpose whatsoever. Specifically, we will be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose, including developing, manufacturing or marketing products.
- 6.11 Finally, if there is a change of control in one of our businesses (whether by merger, sale, or otherwise), or a sale or transfer of its assets, customer information, which may include your Personal Data, could be disclosed to a potential purchaser under an agreement to maintain confidentiality, or could be sold or transferred as part of that transaction. And finally we would only disclose your information in good faith and where required by any of the above circumstances.

7. HOW TO ACCESS AND CONTROL YOUR INFORMATION

- 7.1 You have certain choices available to you when it comes to your information. Below is a summary of those choices, how to exercise them and any limitations.
- 7.2 In certain circumstances, you have the right to
- 7.2.1 request a copy of your information;
 - 7.2.2 to update or amend your information where it is incorrect or incomplete;
 - 7.2.3 to object to our use of your information (including for marketing purposes);
 - 7.2.4 to request the deletion or restriction of your information; or
 - 7.2.5 to request your information in a structured, electronic format (data portability).
- 7.3 We note that your request and choices may be limited in certain cases. For example, if fulfilling your request would reveal information about another person, or if you ask to delete information that we are permitted by law or have compelling legitimate interests to keep. If you have unresolved concerns, you may have the right to complain to a data protection authority:

Privacy Commissioner
GPO Box 5057
10-16 Queen Street
MELBOURNE VIC 3000

Ph: 1300-666-444
Email: enquiries@privacy.vic.gov.au
Website: www.privacy.vic.gov.au

7.4 You may contact us on the details provided below if you wish to exercise any of your above-mentioned rights.

7.5 **Data portability:** Data portability is the ability to obtain some of your information in a format you can move from one service provider to another (for instance, when you transfer your mobile phone number to another carrier). Depending on the context, this applies to some of your information but only to some of your information. We will provide you with an electronic file of your basic account information if you request it.

8. CHANGE IN PRIVACY POLICY

8.1 As we plan to ensure our Privacy Policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this website. Please return periodically to review our Privacy Policy.

8.2 How we deal with complaints and requests

8.2.1 You may request access to Personal Information about you that we hold and you may ask us to correct your Personal Information if you find that it is not accurate, up-to-date or complete. You may also make a complaint about our handling of your Personal Information. These services are free of charge.

8.2.2 To protect your privacy and the privacy of others, we will need evidence of your identity before we can grant you access to information about you or change it.

8.2.3 You can contact us by email, or send your request or complaint to the postal address below. We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

9. **MISCELLANEOUS**

- 9.1 **Contacting us:** If you wish to notify us of your new contact details, update your personal information, opt out of direct marketing, make a complaint about a breach of privacy or have any questions in relation to the accuracy of your information or privacy, please contact our office.