

PRIVACY POLICY

What is CMM Quay Legal Group's approach to personal information?

CMM Quay Legal ('**CMMQ**', '**we**') treat the protection of personal information we hold in relation to our clients or potential clients seriously, being guided by obligations under the *Privacy Act 1988* (Cth) and the *Australian Privacy Principles* under that legislation.

CMMQ staff are bound by duties of confidentiality. In addition to those duties, this Privacy Policy summarises how information is collected, used, distributed, handled and stored by or on behalf of CMMQ.

This Policy may change from time to time without notice. Therefore, we encourage you to periodically check our website for the latest version of this Policy.

Definitions

For the purposes of this Privacy Policy ('**Policy**');

'**personal information**' means 'information or an opinion about an identified individual, or [about] an individual who is reasonably identifiable'.¹

Personal information may include:

- names and contact details
- date of birth and copies of identity verifying documents such as passports and driver's licences
- other non-public information in relation to client or potential client transactions and matters
- information about our clients, potential clients or information regarding parties with whom our clients or potential clients, are or may be transacting.

'**including**', '**such as**', '**for example**' and similar terms mean that the examples following those terms are not the only examples of what is intended.

¹ <https://www.oaic.gov.au/resources/agencies-and-organisations/guides/guide-to-securing-personal-information.pdf>

How is personal information collected, handled, distributed and stored?

We **collect** personal information as and when necessary so that we may perform our services. You may voluntarily provide us your personal information or we may ask you for necessary personal information. Alternatively, we may collect it from an authorised representative or third party involved in your actual or proposed transaction, such as from a real estate agent or business broker.

In the event that personal information is collected through the contact form on our website, we will consider that the information was provided voluntarily and that you consent to CMMQ using the information in the ordinary course of our business. For example, we will use this information to respond to your enquiry and when providing legal services for you.

Personal information will be **handled** in a manner necessary for us to perform legal services for you. It may be used by any of our staff at any of our offices. If necessary personal information is not provided to us, we may not be able to provide legal services for you or may not be able to provide them efficiently or effectively.

Personal information will be **disclosed** to the extent necessary for the performance of legal services for you. Therefore, personal information will be disclosed to our service providers; for example, those who lodge or serve documents or who effect settlements on our behalf, or to government agencies when ordering government enquiries on your behalf. Your personal information may also be used or disclosed as required by law, and if necessary for the provision of services for you, your personal information may be disclosed to relevant overseas entities.

Your personal information will **not** be sold to third parties.

Please contact us at the contact details below, if you wish to inform us of any limitations you wish placed on the handling or disclosure of your personal information.

Storage and Destruction

Information collected is either stored electronically on wholly-owned CMMQ servers or stored in hardcopy files. We do not guarantee the security of data transmitted via the internet to or from CMMQ servers.

Once your electronic information is not required to be stored by law or no longer needed as stated above, it will be deleted or destroyed.

Hardcopy files are held in our office or may be in transit between places where services for you will be performed, such as a Court, and once your matter is complete, will be either stored in our

office or in offsite secure file storage facilities. Hardcopy files are destroyed after a period of seven years from the date of closing the file.

Can you request access to your personal information?

You can request access to your personal information held by us, through the contact details provided below. Once a request is made, we will consider Australian Privacy Principles and other relevant matters, and inform you as to whether we are able to release the requested information to you. In the event that we believe access should not be granted, we will provide you with a reason for that refusal.

If access to personal information will incur costs covered by a costs agreement with you, whether because obtaining or granting you access will involve a significant amount of our time or because we incur a fee from a third party service provider, we will require you to accept payment of the cost prior to providing you access.

What happens if your personal information is incorrect?

Incorrect personal information should be corrected as soon as practicable so as to avoid the use of incorrect personal information. Please inform us at the contact details below if any of your personal information which we hold requires correction.

What about marketing material?

CMMQ clients and contacts are automatically included in our registry for newsletter and marketing material. If you do not wish to have your contact details included in the registry, we will remove you after receiving your request via telephone or email. Under no circumstances do we purchase email databases or mailing lists.

Digital Information and Cookies

Our website stores non-personally identifiable information for the purpose of refining the user-experience and increasing the quality of content, including:

- Pages Visited;
- Links Clicked;
- Device-type used, for example, tablet, phone, PC; and
- Geographic location.

We do **not** distribute, rent-out, or sell this information.

CMMQ complies with the Google Analytics Terms and Conditions which can be found on:
<https://www.google.com/analytics/terms/us.html>.

Cookies are small text files created and stored on your hard drive by your internet browser software that holds onto relevant information about the web page you are viewing at the time. Most browsers have a function to disable cookies however elements of a website may then not appear for the user.

Contact Details – Enquiries, information or complaints

If you have any questions in relation to the above information or need to provide us information, or have a complaint, about your personal information held by CMMQ or how it is handled by CMMQ, you may use any of the following contact methods:

- any solicitor at our Sydney city office on phone +61-2-9221 4244;
- any solicitor at our Chatswood office on phone +61-2- 9412 1322;
- by email to mail@cmmquaylegal.com.au;
- using the contact form on our website; or
- by mail sent to: Attention: Principal Lawyer, CMM Quay Legal Group, GPO Box 3765, Sydney, NSW, 2001.

Any complaint will be handled either by a Principal or a senior lawyer with the aim to resolve it, as far as possible, to all parties' satisfaction. If a complaint cannot be resolved, a complaint may be made to the Office of the Australian Information Commissioner or to its succeeding entity, or as directed by that entity.