

Robbins Watson Solicitors - Privacy Policy

The *Privacy Act 1988 (Cth)* sets out rules about the privacy of personal information, including the National Privacy Principles. These rules are binding on us, and we will comply with them. Our policy about our management of personal information is set out in this document. This policy document is designed to clearly explain how we will meet our obligations under the *Privacy Act 1988*. Where there is any inconsistency between our obligations under this policy, and our obligations under the *Privacy Act 1988*, we will abide by our obligations under the Act.

This document sets out our policies for the management of personal information. A copy of this document must be made available to anyone who asks for it, and may be obtained from our website at: www.robbinswatson.com.au

If you are concerned that the personal information we hold about you may be inaccurate, or that we have breached our obligations to you under this privacy policy, please contact our Privacy Officer. Our contact details are set out in the following section.

Who Are We?

We are a Law Firm, providing legal services to the public.
Our Contact Details Are:

Robbins Watson
Solicitors
Suite 12 “Executive Place”
2 Executive Drive
Burleigh Heads Q 4220

P.O. Box 2505
Burleigh BC
Burleigh Heads Q 4220

Ph 07 5576 9999

Fax 07 5576 9900

Email: privacy@robbinswatson.com.au (for privacy related matters)

mail@robbinswatson.com.au (for general communications)

Web: www.robbinswatson.com.au

What is ‘Personal Information’?

The *Privacy Act 1988* defines personal information as:

“ information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.”

We may hold information that does not constitute personal information. This Privacy Policy applies only to personal information, as defined.

When do we collect information?

We only collect personal information when that information is necessary for one of our functions or activities. The principal functions and activities for which we collect personal information are:

- The provision of legal services to our clients
- To comply with any law or legal obligation (such as the obligation of disclosure of documents in court proceedings)
- The marketing of legal services to the public
- The provision and/or marketing to the public of services and products reasonably complementary to legal services.

We collect information, which may include personal information, each time we make a note of our conversations with individuals, and each time we receive a document which contains personal information. This may include telephone conversations, personal interviews, and receipt and/or copying of correspondence and documents (including via electronic means). We may collect personal information from data collected during the course of visits to our website.

In the course of legal proceedings for which we represent clients, laws of disclosure may require us or our clients to collect and provide information to the court or another person. We will collect and disclose information in order to comply with such laws, or to assist our clients to comply with such laws.

The information we collect is collected for the primary purpose of enabling us, or assisting us, to carry out our functions and activities, or comply with our legal obligations. We will not use the information for any other purpose. We will not collect or use sensitive information except for the purpose of providing legal services to our clients. If you do not provide us with the information we ask for, we may not be able to properly carry out our functions or activities. This may mean that you, or a client of ours, may not receive the assistance they need or are seeking from us, or we may not be able to provide you with information or assistance we consider to be useful to you.

We prefer to obtain personal information directly from the person about whom the information relates. We may obtain personal information from another party whom we reasonably consider is likely to provide a reliable source of information about the person. Examples of this may include information supplied by professionals engaged by the individual - lawyers, doctors, accountants and the like.

In the course of providing legal services to a client, we may need to collect personal information about another person via means other than from that person themselves - this applies particularly in cases where information is being collected about a person for whom we do not act, who is involved in the proceedings with our client.

Organisations to whom we usually disclose information

We disclose personal information to organisations who provide us with services to assist us to carry out our functions and activities (such as Administration and/or Information and Technology services, and our agents and consultants whom we engage to assist us in the provision of legal services to our clients).

We also disclose personal information to the other party, or the representatives of the other party, in legal proceedings and negotiations. We only do so where we consider this disclosure to be authorised by, and/or in the best interests of, the person for whom we are acting, or is otherwise authorised or required by law (such as a law requiring disclosure).

Circumstances may arise in a particular instance in which we disclose personal information on another basis. We will not do so in breach of the duty of confidentiality which we owe to our clients.

Data Quality

We strive to ensure that the information we hold is wholly accurate, complete and up-to-date. Whenever we become aware that this is not the case, we will update, complete or correct that information.

You may have a right to Access your Personal Information

At your request, we will provide you with access to personal information we hold about you. We may charge you a fee for the provision of the access.

We will not provide you with access where the *Privacy Act 1988* provides an exception to our provision of that access. We will give you reasons if we decide not to provide you with access.

You must make a request for access to your personal information personally, and provide us with adequate identification before access is granted. Depending upon the nature and location of the information, we may require some time to obtain and collate the information before we are able to give you access to it.

If you consider that the personal information we hold about you is not accurate, complete and up-to-date, please tell us. Unless we disagree, we will correct our information.

We will give you reasons if we decide not to correct our information. We will, at your request made in this instance, take reasonable steps to associate with the information a statement from you that you do not consider that the information is accurate, complete and up-to-date.

Government Identifiers

We will not use as our own identifier of an individual, an identifier that has been assigned by a government agency (other than an ABN), nor any identifier which the *Privacy Act 1988* prohibits being used for this purpose ('a restricted identifier').

We will not use or disclose a restricted identifier except strictly in accordance with the National Privacy Principles.

Anonymity

Having regard to the nature of our firm as a legal practise, it is difficult for us to perform our functions and activities on an anonymous basis. We are unable to supply legal services on an anonymous basis.

We will interact with individuals who do not wish to identify themselves to the extent that we are able to do so without :

- compromising our obligations to our clients
- exposing ourselves to unnecessary risks
- breaching our legal or ethical obligations
- incurring unnecessary expense.

Alterations to Policy

We may alter the terms of this policy at any time. We will publish the current version of our Privacy Policy on our website at www.robbinswatson.com.au

Liability limited by a scheme approved under professional standards legislation