

Privacy policy

Lawyer'd commitment to privacy

Lawyer'd Pty Ltd ABN 71 643 932 281 (**Lawyer'd**) are committed to managing personal information in accordance with the Australian Privacy Principles under the *Privacy Act 1988* (Cth) (the **Act**) and in accordance with other applicable privacy laws.

As a law firm, we gather a broader range of information than a typical business to offer informed advice to our clients. It's crucial to specify the types of information we may collect and under what circumstances we might disclose it.

The principle of Client Legal Privilege is a key consideration in determining which information can be disclosed and which must remain confidential.

There are specific situations where disclosing confidential client information may be permitted, such as with the client's informed consent or under certain legal obligations. Understanding these nuances is essential for maintaining the integrity of our client relationships and upholding our legal responsibilities.

This document sets out our policies for managing your personal information and is referred to as our **Privacy Policy**.

In this Privacy Policy, "we" and "us" refers to Lawyer'd and "you" refers to any individual about whom we collect personal information.

About Lawyer'd

Lawyer'd is a boutique law firm located in the State of Queensland.

At Lawyer'd we offer a complete range of services, including Business Law and Transactions, Conveyancing and Property law, Property Conveyance and Contracts, Commercial Law, Leases and Tenancies and Franchising and Distribution Agreements.

What information does Lawyer'd collect about you?

(a) Clients and prospective clients

When you enquire about our services or when you become a client of Lawyer'd, a record is made which includes your personal, general and confidential information.

The type of personal information that we collect will vary depending on the circumstances of collection and the kind of service that you request from us, but will typically include:

- (i) *your name, e-mail, postal address and other contact details;*
- (ii) *information about your employer or an organisation who you represent;*

- (iii) *your professional details; and*
- (iv) *any additional personal information you provide to us, or authorise us to collect, as part of your interaction with Lawyer'd.*

(b) Other individuals

Lawyer'd may collect personal information about other individuals who are not clients of Lawyer'd. This includes customers and members of the public who participate in events we are involved with, individual service providers and contractors to Lawyer'd, and other individuals who interact with Lawyer'd on a commercial basis. The kinds of personal information we collect will depend on the capacity in which you are dealing with Lawyer'd. Generally, it would include your name, contact details, and information regarding our interactions and transactions with you.

If you are participating in an event we are managing or delivering, we may take images or audio-visual recordings which identify you.

You can always decline to give Lawyer'd any personal information we request, but that may mean we cannot provide you with some or all of the services you have requested. If you have any concerns about the personal information we have requested, please let us know.

(c) Visitors to our websites

The way in which we handle the personal information of visitors to our websites is discussed below.

How and why does Lawyer'd collect and use your personal information?

Lawyer'd collects personal information reasonably necessary to carry out our business, to assess and manage our clients' needs, and provide services including Business Law and Transactions, Conveyancing and Property law, Property Conveyance and Contracts, Commercial Law, Leases and Tenancies and Franchising and Distribution Agreements. Please note that matters of litigation nature may require more sensitive information.

We may also collect information to fulfil administrative functions associated with these services, for example billing, entering into contracts with you or third parties and managing client relationships.

The purposes for which Lawyer'd usually collects and uses personal information depends on the nature of your interaction with us, but may include:

- (a) *responding to requests for information and other general inquiries;*
- (b) *managing, planning, advertising and administering programs and consultations;*
- (c) *responding to enquires and complaints.*



Lawyer'd generally collects personal information directly from you. We may collect and update your personal information over the phone, by email, over the internet or social media, or in person.

How does Lawyer'd interact with you via the internet?

You may visit our websites <https://www.lawyerd.com.au/home> without identifying yourself. If you identify yourself (for example, by providing your contact details in an enquiry), any personal information you provide to Lawyer'd will be managed in accordance with this Privacy Policy.

Our website may contain links to third-party websites. Lawyer'd is not responsible for the content or privacy practices of websites that are linked to our website.

Can you deal with Lawyer'd anonymously?

Lawyer'd will provide individuals with the opportunity of remaining anonymous or using a pseudonym in their dealings with us where it is lawful and practicable (for example, when making a general enquiry). Generally, it is not practicable for Lawyer'd to deal with individuals anonymously or pseudonymously on an ongoing basis. If we do not collect personal information about you, you may be unable to utilise the services we manage or deliver.

How does Lawyer'd hold information?

Lawyer'd stores information in paper-based files or other electronic record keeping methods in secure databases (including trusted third-party storage providers based in Australia and overseas). Personal information may be collected in paper-based documents and converted to electronic form for use or storage (with the original paper-based documents either archived or securely destroyed). We take reasonable steps to protect your personal information from misuse, interference, and loss and from unauthorised access, modification, or disclosure.

Lawyer'd maintains physical security over paper and electronic data stores, such as through locks and security systems at our premises. We also maintain computer and network security, for example, we use firewalls (security measures for the internet) and other security systems such as user identifiers and passwords to control access to our computer systems.

Our websites do not necessarily use encryption or other technologies to ensure the secure transmission of information via the internet. Users of our websites are encouraged to exercise care in sending personal information via the internet.

When Client's matter is completed, we will retain an electronic copy of the Client's file for a total period of seven years unless Client authorises the Firm to destroy the files before that time elapses. This is in accordance with s 713A of the Legal Profession Act 2007 (Qld) ('LPA').

We are not required to retain a physical file, as long as we retain the Client's file electronically, together with important original documents such as those in safe custody.

You authorise the Firm to destroy the physical file for the Client's matter (other than important original documents) upon completion of the matter. If you have further queries please refer to the Client Document Retention Document provided by the Queensland Law Society: [QLS](#)

Does Lawyer'd use or disclose your personal information for direct marketing?

Lawyer'd may use or disclose your personal information for the purpose of informing you about our services, upcoming promotions and events, or other opportunities that may interest you. If you do not want to receive direct marketing communications, you can opt out at any time by contacting us using the contact details below.

If you opt-out of receiving marketing material from us, Lawyer'd may still contact you in relation to its ongoing relationship with you.

How does Lawyer'd use and disclose personal information?

(a) For clients

The purposes for which we may use and disclose your personal information will depend on the services we are providing you. For example, if you have engaged us to deliver a service, we may disclose information about you to service providers where this is relevant to our services. Details of a confidential nature will require the client's consent with respect to the Client Legal Privilege.

(b) Disclosure to contractors and other service providers

Lawyer'd may disclose information to third parties we engage in order to provide our services, including contractors and service providers used for data processing, data analysis, customer satisfaction surveys, information technology services and support, website maintenance/development, printing, archiving, mail-outs, and market research. This further includes our documentation legal system Leap which we use to electronically store all files.

Personal information may also be shared between Lawyer'd, located in Australia and overseas.

Third parties to whom we have disclosed your personal information may contact you directly to let you know they have collected your personal information and to give you information about their privacy policies.

(c) Use and disclosure for administration and management

Lawyer'd will also use and disclose personal information for a range of administrative, management and operational purposes. This includes:

- (i)** administering billing and payments and debt recovery;
- (ii)** planning, managing, monitoring and evaluating our services;

- (iii) quality improvement activities;
 - (iv) statistical analysis and reporting;
 - (v) training staff, contractors and other workers;
 - (vi) risk management and management of legal liabilities and claims (for example, liaising with insurers and legal representatives);
 - (vii) responding to enquiries and complaints regarding our services;
 - (viii) obtaining advice from consultants and other professional advisers; and
 - (ix) responding to subpoenas and other legal orders and obligations.
- (d) Other uses and disclosures

We may use and disclose your personal information for other purposes explained at the time of collection or otherwise as set out in this Privacy Policy.

Does Lawyer'd disclose your personal information overseas?

Unless we have your consent, or an exception under the Australian Privacy Principles applies, we will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient does not breach the Australian Privacy Principles in relation to your personal information.

How can you access or seek correction of your personal information?

You are entitled to access your personal information held by Lawyer'd on request. To request access to your personal information please contact our office using the contact details set out below.

You will not be charged for making a request to access your personal information, but you may be charged for the reasonable time and expense incurred in compiling information in response to your request.

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. You can help us to do this by letting us know if you notice errors or discrepancies in information, we hold about you and letting us know if your personal details change.

However, if you consider any personal information, we hold about you is inaccurate, out-of-date, incomplete, irrelevant, or misleading you are entitled to request correction of the information. After receiving a request from you, we will take reasonable steps to correct your information.

We may decline your request to access or correct your personal information in certain circumstances in accordance with the Australian Privacy Principles. If we do refuse your request, we will provide you with a



reason for our decision and, in the case of a request for correction, we will include a statement with your personal information about the requested correction.

What should you do if you have a complaint about the handling of your personal information?

You may contact Lawyer'd at any time if you have any questions or concerns about this Privacy Policy or about the way in which your personal information has been handled.

You may make a complaint about privacy to our office at the contact details set out below.

Lawyer'd will first consider your complaint to determine whether there are simple or immediate steps which can be taken to resolve the complaint. We will generally respond to your complaint within a time frame specified by our office.

If your complaint requires more detailed consideration or investigation, we will acknowledge receipt of your complaint within a week and endeavor to complete our investigation into your complaint promptly. We may ask you to provide further information about your complaint and the outcome you are seeking. We will then typically gather relevant facts, locate, and review relevant documents and speak with individuals involved.

In most cases, we will investigate and respond to a complaint within 30 days of receipt of the complaint. If the matter is more complex or our investigation may take longer, we will let you know.

If you are not satisfied with our response to your complaint, or you consider that Lawyer'd may have breached the Australian Privacy Principles or the Privacy Act, a complaint may be made to the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner can be contacted by telephone on 1300 363 992 or by using the contact details on the website www.oaic.gov.au.

How changes are made to this Privacy Policy?

Lawyer'd may amend this Privacy Policy from time to time, with or without notice to you. We recommend that you visit our website regularly to keep up to date with any changes.

How can you contact Lawyer'd?

The contact details for Lawyer'd are:

30 Racecourse Road, Hamilton 4007 in the State of Queensland

team@lawyerd.com.au

1300 693 111

This Privacy Policy was last updated on 9 April 2024.