



## PRIVACY POLICY

This Privacy Policy describes the ways in which Assured Legal Solutions Pty Ltd (**Assured Legal, we, us or our**) processes and protects your personal information and data. We are committed to protecting the personal and sensitive information that is collected from our clients, prospective employees, contractors, suppliers, and all others who interact with our firm in any capacity.

To achieve this commitment to privacy, we comply with the Australian Privacy Principles and the Notifiable Data Breach Scheme contained in the Privacy Act 1988 (Cth) (Privacy Act). This legislation governs the way we collect, use, disclose and store your personal information and how we notify you in circumstances where there is a loss or unauthorised access of your information. For further information regarding Australia's privacy legislation, please refer to the Office of the Australian Information Commissioner (OAIC) online at [www.oaic.gov.au](http://www.oaic.gov.au)

By accessing our website, using our services or otherwise providing us with personal information, you confirm that you have read and agree to the terms of this Privacy Policy and expressly consent to the collection, storage, use and disclosure of your personal information in accordance with the terms of this Privacy Policy.

If you do not feel comfortable with any aspect of this Privacy Policy or do not agree to the terms of this Privacy Policy, please immediately leave the website, discontinue the use of our services and contact our Privacy Officer on [privacy@assuredlegal.com.au](mailto:privacy@assuredlegal.com.au)

This Privacy Policy does not apply to current or former employees of Assured Legal, whose information is collected, held, used, and disclosed in accordance with our Employee Privacy Notice.

### 1 INFORMATION WE COLLECT AND HOLD

#### 1.1 The Information We Collect

We collect different types of information depending on the nature of our engagement with you. This includes personal information which may also comprise sensitive information. We collect information about:

- clients, business associates and potential clients and their employees;
- third parties whose information is held or processed by our clients;
- suppliers and their employees;
- prospective employees;
- contractors; and
- other people who come into contact with members of Assured Legal or who use our online services.

We do not have a direct relationship with all of the persons listed above. Where we collect the information of a third party (for example, through a client) it may not be reasonable for Assured Legal to provide that person with notice of collection of their personal information. Nevertheless, such information is collected, held, used, and disclosed in accordance with the Australian Privacy Principles.

#### 1.2 Personal information

Where the information we collect comprises 'personal information' as the term is defined in the Privacy Act, that personal information is collected and used in accordance with the Australian Privacy Principles. We collect your personal information for the primary purpose of providing our legal services, operating our business, including identifying and engaging prospective clients, engaging third party service providers, processing employment applications, and/or marketing. We may also use your personal information for secondary purposes related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

You are not required to provide us with personal or sensitive information that we request, however we may be unable to provide you with services, engage you for services, or process your application without such information.

Examples of personal information we may collect include:

- **personal details and contact information** – your name, address, e-mail address, telephone number or other contact information;
- **identification and verification information** – official photographic documentation, likeness or other identification information;
- **payment details** – your or your organisation’s billing or financial information for processing payments for our services;
- **information relating to meetings and events** – details of your attendance at our premises and any details provided during registration for one of our events, including any dietary requirements;
- **marketing information and preferences** – information relating to any areas of law that you or your organisation interact with and/or may be interested in, your communication preferences, survey data, or subscription data;
- **job application details** – information relating to your education, employment history, work permit status, background check information, and reference information;
- **technical data** – automatically collected personal data from your device which is collected when you use our website;
- **third party information** – personal information of individuals that we do not have contact with, such as information of parties that may be relevant to your query, issue or transaction; and
- any other information which you provide to us.

### 1.3 Sensitive Information

Some of the information Assured Legal collects may be ‘sensitive information’ as that term is defined in the Privacy Act. Sensitive information, which is also personal information, includes information relating to a person’s racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences and criminal record, and health information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or where certain other limited circumstances apply (e.g., where required by law).

## 2 HOW WE COLLECT AND HANDLE INFORMATION

### 2.1 Collection of information and Third Parties

Whenever reasonable and practical to do so, we will collect personal information about you directly from you. However, in some cases we may be required to collect personal information about you from third parties, such as third person information which is collected and disclosed in connection with our legal services, a report provided by a medical professional, or a reference from another person.

Where we collect information about you from a third party, we will take reasonable steps to ensure that you are made aware of the fact and circumstances of that collection. We may also receive

information from third parties where you have authorised the third party to do so. In addition, where third-party personal information is provided by our clients in the delivery of our legal services, we will be subject to a legal obligation of professional secrecy in relation to client data or information provided to us.

## **2.2 Holding Information**

We hold personal information in both hard copy and electronic formats. We take reasonable steps to protect personal information held by us from misuse, loss or unauthorised access, modification or disclosure. Personal information we collect and hold is stored on secure servers and is only accessible by those persons who need access to the information or in order to carry out our services. We also maintain physical security measures to protect the use and storage of physical records containing your personal information.

We will only retain your information for as long as required for the purpose the information was collected, or to comply with legal obligations or resolve disputes. We will take reasonable steps to destroy or de-identify your personal information when we are no longer permitted to keep it.

## **3 HOW WE USE INFORMATION**

In general, we will use and disclose your personal information for the following purposes:

<i>Providing legal services</i>	to provide you with legal advice and other services as instructed by you or your organisation
<i>Communication</i>	to communicate with you generally, including sending correspondence and facilitating meetings
<i>Administration</i>	to manage and administer your relationship with us, including processing payments, billing and support services
<i>Marketing</i>	to market our services and keep you up to date on developments in the areas of law relevant to you or your organisation
<i>Engaging suppliers and third parties</i>	to purchase from you or engage your services
<i>Employing Personnel</i>	to process your employment application, conduct pre-employment screening and obtain your references
<i>Legal obligations and insurance</i>	to comply with our legal obligations and for insurance purposes
<i>Other</i>	to help us manage and enhance our services

## **4 DISCLOSURE OF INFORMATION**

We will only disclose your information to the extent required to provide our services to you, for the purposes outlined at Section 3 (*How We Use Information*) above or as otherwise requested or authorised. We will not rent or sell your information to third parties without your consent.

### **4.1 General Disclosure**

Assured Legal may disclose your information to:

- personnel of Assured Legal, who are bound to comply with the terms of this Privacy Policy;
- third parties who assist Assured Legal in providing services or who perform functions on its behalf (including mailing houses, barristers, consultants, and experts);

- Assured Legal's third party service providers, such as outsourced accounting and marketing services provided by our trusted partners – Clio (practice management services), Xero (accounting), Microsoft365 (document storage), your personal information is stored in a confidential and secure basis with these entities and they do not have direct access or control over your personal information;
- the Australian courts, tribunals, and other government or regulatory bodies; and/or
- other parties when you ask us to do so or when you consent to that disclosure.

#### **4.2 Overseas Data Transfers**

We do not generally disclose your personal information to overseas recipients. We will not send your personal information to recipients outside of Australia without first:

- taking reasonable steps to ensure that the overseas recipient complies with the Australian Privacy Principles and this Privacy Policy;
- obtaining your consent; or
- otherwise complying with the Privacy Act.

#### **4.3 Third-party Data Transfers**

We will only transfer your personal information to third parties, other than those listed above, in the following circumstances:

- to protect or defend the legal rights or property of Assured Legal (including enforcement of our agreements);
- to protect the safety and security of our website and clients;
- to protect against fraud or for risk management purposes;
- if we believe your actions violate this Privacy Policy;
- to comply with law or legal process; and/or
- to enable the sale or potential sale of Assured Legal or its assets.

### **5 OPTING OUT OF MARKETING AND PROMOTIONAL INFORMATION**

We would like to send you marketing and promotional information about the products and services of Assured Legal that may be relevant to you or your organisation. You have rights under the *Spam Act 2003* (Cth) and the Australian Privacy Principles to opt out of receiving direct marketing communication. Please contact us on +61 2 8313 6590 or [privacy@assuredlegal.com.au](mailto:privacy@assuredlegal.com.au) or follow the instructions in the particular marketing communication.

### **6 WEBSITE USAGE AND COOKIES**

#### **6.1 Website Usage**

We collect information about you regarding your use of our website, which may include internet usage, browsing history, search history and interaction history with our website. These tracking technologies are used to track your interaction with the website and target your interests to enhance your experience.

We may collect information about you and your device, such as your IP address, location or device information, and any other information provided by your mobile device. Information collected may include server addresses, top level domain names, the date, time and duration of a visit, website pages access and documents downloaded, referring and exit pages, whether you are a returning visitor, the type of browser used, and the hardware type and operating system of the device used. If you do not want us to collect your location information you can disable the GPS or location-tracking function of your device.

## **6.2 Cookie Information**

Our website uses “cookies” (small data files containing information about you that is stored on your hard drive), “embedded scripts” and other similar tracking technologies to collect information about your use of our website.

We use cookies and similar tracking technologies on our website in order to track the use of our website and maintain and improve our services to you. You may decline our cookies if your browser add-on permits, but doing so may interfere with your use of our website and services. For more information on disabling cookies, refer to the ‘Help’ section of your browser.

## **6.3 Links**

Our website may contain links to a third party’s website that is not subject to our Privacy Policy. Please note that that website will have its own privacy policy which sets out how your information is collected and processed by them. We recommend that you check the privacy policies of each website you visit.

## **7 CHILDREN**

We understand the importance of protecting the privacy of children. We do not knowingly collect or maintain information about any person under the age of 15 without appropriate parental notice and consent.

## **8 YOUR RIGHTS**

### **8.1 Accessing Your Information**

You are entitled to access the personal information we hold about you and may request that we correct any errors. If you would like to access or correct your personal information held by us, please contact our Privacy Officer at the address below. We will take reasonable steps to allow you to access your information and may request that you cover our reasonable costs for providing you with access.

We will correct your personal information where we are satisfied that the information is inaccurate, out of date, incomplete, irrelevant or misleading. If we correct any personal information that we have disclosed to third parties, we will take reasonable steps to notify those parties of the change or update. You accept that following a request to correct your information we may be required to take reasonable steps to verify your identity or the personal information, which may include confirmation with third parties. We will not be responsible for any losses arising from any inaccurate or incomplete personal information.

### **8.2 Making a Complaint**

If you are concerned that we may have breached the Australian Privacy Principles, please contact us immediately on +61 2 8313 6590 or [privacy@assuredlegal.com.au](mailto:privacy@assuredlegal.com.au). We will undertake a reasonable and expeditious assessment of the concern and suggest relevant resolution processes.

Alternatively, you may wish to contact the OAIC for further information. The OIAC’s contact details can be found at <https://www.oaic.gov.au/contact-us>.

### **8.3 Anonymity and Pseudonymity**

Where reasonably possible, you may deal with us anonymously or use a pseudonym, for example if you are attending an event we facilitate or if you are making a general inquiry. In such circumstances, we will not ask for your personal details unless they are necessary, and you may request to remain anonymous or to use a pseudonym, however, this may affect the services we can provide to you.

It may be impractical for you to remain anonymous or use a pseudonym where you wish to engage our legal services, if we engage your services, or if you are applying for a position with Assured Legal.

## **9 CHANGES TO THIS PRIVACY POLICY**

Assured Legal will ensure that this policy is reviewed regularly, and all amendments are actioned to reflect any legislative changes. Any such modifications will be effective upon posting and your continued use of our services after we notify you of our revised Privacy Policy signifies your acceptance of the revised Privacy Policy. We encourage you to periodically review this page for the latest information on our privacy practices.

## **10 HOW TO CONTACT US**

If you have any queries, concerns or complaints, or would like to discuss any matter concerning your privacy, please contact our Privacy Officer on +61 2 8313 6590 or email us at [privacy@assuredlegal.com.au](mailto:privacy@assuredlegal.com.au) or write to us at: Level 3, 156 Clarence Street, Sydney NSW 2000.

Effective Date: 14th November, 2025