

## **Privacy Policy**

### **General**

LH Law Pty Ltd is committed to protecting your personal information.

LH Law Pty Ltd is bound by the Privacy Act 1988 (Cth) ("Privacy Act"), including the National Privacy Principles ("NPP's"). Additionally, LH Law Pty Ltd is bound by professional obligations of confidentiality to its clients in respect of information received in connection with legal services matters.

However, acts done or practices engaged in by LH Law Pty Ltd, which are directly related to:

- a current or former employment relationship between LH Law Pty Ltd and you; and
- an employee record held by LH Law Pty Ltd and relating to you,

are exempt from the Privacy Act, including the NPP's.

This policy sets out how LH Law Pty Ltd manages your personal information.

LH Law Pty Ltd encourages you to check its web site regularly for any updates to this privacy policy.

### **Collection**

LH Law Pty Ltd may collect and hold information about a range of persons it comes into contact with, including:

- clients, prospective clients, business associates and their employees;
- job applicants;
- suppliers and their employees;
- contractors; and
- individuals who visit the LH Law Pty Ltd web site.

LH Law Pty Ltd only collects and holds personal information that is necessary for it to provide you with the services you are seeking, or otherwise to enable it to operate its business so as to carry out its function as a professional legal service provider.

The personal information LH Law Pty Ltd collects and holds about you depends on your interaction with LH Law Pty Ltd. It may include:

- your contact details, including your name, organisation, occupation, job title, address, phone number, facsimile number and email address;
- details of your qualifications, membership of professional associations, interests and expertise;
- referral information;
- information you give LH Law Pty Ltd in the course of your relationship with LH Law Pty Ltd as a client, prospective client, prospective employee or supplier;
- information LH Law Pty Ltd obtains from you or other persons in the course of providing legal services for you or your employer;

- where necessary, financial information; and
- where necessary, health information.

Generally, LH Law Pty Ltd will collect and hold your personal information for the purpose of:

- providing services to you or someone else you know;
- providing you with information about other services that LH Law Pty Ltd offers that may be of interest to you;
- providing you with information relevant to the operation of your business (such as updates on developments in the law);
- facilitating LH Law Pty Ltd's internal business operations, including the fulfilment of any legal requirements;
- analysing LH Law Pty Ltd's services and customer needs with a view to developing new and/or improved services;
- contacting you, in the case of an emergency involving someone else you know; and contacting you to provide a testimonial for LH Law Pty Ltd.

Personal information will generally be collected by LH Law Pty Ltd directly from you. There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

If the personal information you provide to LH Law is incomplete and/or inaccurate, LH Law Pty Ltd may be unable to provide you, or someone else you know, with the services you, or they, are seeking.

### **Web site**

When you access LH Law Pty Ltd's web site, LH Law Pty Ltd may collect additional personal information about you in the form of:

- the date and time of your visit;
- the pages you visited and documents downloaded;
- your internet service provider;
- if you accessed the web site via a link from another site (such as a search engine), the address of the web site you came from; and
- your IP address (that is, the single numerical address for your computer on the internet, which consists of four consecutive numbers ranging between 0 and 255) and/or domain name (that is, the textual address for your location on the internet which corresponds to your IP address, which the internet computers can read).

Also, LH Law Pty Ltd's web site may at times use cookies. A cookie is a message given by a web server (that is, a computer that delivers or serves up pages on the world wide web such as [www.thymac.com.au](http://www.thymac.com.au)) to a web browser (that is, software, such as Microsoft Internet Explorer, used to locate and display pages on the world wide web). The web browser stores the message in a text

file. The message is then sent back to the web server each time the web browser requests a page from the web server.

Cookies do not identify you personally, but they may link back to a database record about you.

LH Law Pty Ltd may use cookies to monitor usage off LH Law Pty Ltd's web site and to create a record of visits to LH Law Pty Ltd's web site and what pages are viewed so that LH Law Pty Ltd may operate its business more effectively. If you do not wish to receive cookies, you may be able to adjust the settings of your web browser to refuse them.

### **Use and disclosure**

Generally, LH Law Pty Ltd only uses and/or discloses personal information about you for the purposes for which it was collected (as set out above). However, LH Law Pty Ltd may disclose personal information about you to:

- where you ask us for a referral, other providers of legal services;
- service providers, who assist LH Law Pty Ltd in operating its business, but only to the extent necessary for the service provider to provide the services LH Law Pty Ltd has contracted out to them;
- your authorised representatives;
- a purchaser of the assets and operations of LH Law Pty Ltd's business, providing those assets and operations are purchased as a going concern; and
- LH Law Pty Ltd's related entities.

### **Security**

LH Law Pty Ltd stores your personal information in different ways, including in paper and in electronic form. The security of your personal information is important to LH Law Pty Ltd. LH Law Pty Ltd takes all reasonable measures to ensure that your personal information is stored safely to protect it from misuse, loss, unauthorised access, modification or disclosure, including electronic and physical security measures.

### **Access**

You may access personal information LH Law Pty Ltd holds about you, upon making a written request. LH Law Pty Ltd will endeavour to acknowledge your request within 14 days of its receipt and to provide you with access to the information requested within 30 days. Requests for large amounts of information, or information not currently in use, may require further time before a response can be given. LH Law Pty Ltd may charge you a reasonable fee for processing your request.

LH Law Pty Ltd may decline a request for access to personal information where, among other things:

- providing access would pose a serious threat to the life or health of an individual;
- providing access would have an unreasonable impact upon the privacy of other individuals;
- the request for access is frivolous or vexatious;
- the information relates to existing or anticipated legal proceedings between LH Law Pty Ltd and you, and the information would not be accessible by the process of discovery in those proceedings;

- providing access would reveal information about a commercially sensitive decision making process;
- providing access would be unlawful;
- denying access is required or authorised by or under law;
- providing access would prejudice negotiations between LH Law Pty Ltd and you;
- providing access would be likely to prejudice an investigation of possible unlawful activity; or
- providing access would be likely to prejudice the activities of enforcement bodies.

If, upon receiving access to your personal information or at any other time, you believe the personal information LH Law Pty Ltd holds about you is inaccurate, incomplete or out of date, please notify LH Law Pty Ltd immediately. LH Law Pty Ltd will take reasonable steps to correct the information so that it is accurate, complete and up to date. If LH Law Pty Ltd disagrees with you about whether your personal information is inaccurate, incomplete or out of date, and you ask LH Law Pty Ltd to associate with your personal information a statement claiming that your personal information is inaccurate, incomplete or out of date, LH Law Pty Ltd will take reasonable steps to do so.

LH Law Pty Ltd will provide reasons for any decision to refuse access to, or correction of, personal information.

#### **Links to other web sites**

LH Law Pty Ltd's web site may contain links to other web sites. LH Law Pty Ltd is not responsible for the privacy practices of linked web sites and so linked web sites are not subject to LH Law Pty Ltd's privacy policies and procedures.

#### **Updates**

This privacy policy may be updated by LH Law Pty Ltd from time to time.

#### **Feedback**

If you have any queries or concerns about LH Law Pty Ltd's privacy policy or the way in which LH Law Pty Ltd handles your personal information, please contact LH Law Pty Ltd at:

**Street address:** 21 – 23 Beardmore Place, St George, Queensland 4487

**Postal address:** PO Box 640, St George, Queensland 4487

**Email address:** admin@lhlaw.com.au

**Telephone:** (07) 3180 0126

#### **More information**

For more information about privacy in general, you can visit the Federal Privacy Commissioner's web site at [www.privacy.gov.au](http://www.privacy.gov.au).