



Privacy Policy

This document is the Privacy Policy for www.harrislaw.com.au and for Harris Law. Please read this document carefully and contact us at advice@harrislaw.com.au if you have any questions.

Liability Limited by a scheme approved under Professional Standards Legislation.

Harris Law respects your privacy and is committed to protecting the privacy of all our clients and all users of our Website. We comply with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth) as well as the *Spam Act 2003* (Cth) (**Privacy Legislation**).

This Policy outlines how we collect and manage your personal information through this Website and if you become a client of Harris Law by separate Client Agreement. This Privacy Policy is supplemented by any further Client Agreement document issued by Harris Law with you as well as any professional duties, including the duty of confidentiality.

By providing us with your personal information, you acknowledge that you have had access to this Privacy Policy and that you have read and accepted it.

1. Collection of your personal information

- (a) Harris Law will, from time to time, receive and store personal information you enter onto our Website, provided to us directly or given to us in other forms.
- (b) You may provide basic information such as your name, phone number, address and email address to enable us to send information and provide updates. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial information or communicate with our firm.
- (c) Additionally, we may also collect any other information you provide while interacting with us.
- (d) If you are a client and you do not provide accurate personal information we may not be able to carry out your instructions or achieve the purpose for which you have engaged us and we may refuse to accept or act on your instructions.

2. How We collect your personal information

- (a) Harris Law collects personal information from you in a variety of ways, including but not limited to, when you interact with us electronically or in person, when you access our Website and when we provide our products and/or services to you.
- (b) Where practicable and if you are a client, or employed by a client, we collect personal information about you directly from you. However, we may collect information about you from a third party such as a client, a third-party

information provider, the courts or a person responding to our questions or enquiries.

- (c) If we receive your personal information from third parties, we will protect it as set out in this Privacy Policy.
- (d) We generally only collect personal information from this website when it is provided voluntarily by you – for example, if you request to subscribe to our email newsletter or other publications. If you do not wish to provide your personal information to us when using our Website, then you do not have to do so, however this may affect your use of the website or any products and services offered on it.
- (e) When you visit our Website, or download information from it, our ISP makes a record of your visit and records information about your internet address, your domain name and the date and time of your visit to our Website. Our ISP also collects information such as the pages our users access, the content they download, links from other sites they follow to reach our Website and the type of browser they use. This information is anonymous and is only used for statistical analysis and Website development purposes.

3. Use of your personal information

- (a) Harris Law may use personal information collected from you to provide you with information, updates and our products and services. We may also make you aware of new and additional Products, Services and opportunities available to you.
- (b) Harris Law may also use your personal information to improve our Products and Services and better understand your needs.
- (c) Harris Law may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

4. Disclosure of your Personal Information

- (a) We may disclose your Personal Information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors if such disclosure is reasonably necessary for the purposes set out in this Privacy Policy or if it is deemed appropriate by our firm. Your Personal Information is only supplied to third parties when it is required for the delivery of our Products and Services.
- (b) We may from time to time disclose your Personal Information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- (c) We may also use your Personal Information to protect the copyright, trademarks, legal rights, property or safety of Harris Law, our Website, its clients or third parties.
- (d) Information that we collect may, from time to time, be stored, processed in or transferred between parties located in countries outside of Australia.
- (e) If there is a change in control of our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our client databases, together with any Personal Information contained within those databases. We may disclose this information to a potential purchaser under a confidentiality agreement prior to sale however we would only disclose such information in good faith to a serious potential purchaser and only where necessary.
- (f) By providing us with your Personal Information, you consent to the terms of this Privacy Policy and the types of disclosure covered within this Policy.

Where we disclose your Personal Information to third parties, we will request that the third party follow this Privacy Policy regarding handling your Personal Information.

5. Security

- (a) We take all reasonable, physical, technical and administrative safeguards to protect your Personal Information from misuse, interference, loss and unauthorised access or disclosure. We have put in place physical, electronic and managerial procedures to safeguard and secure information.
- (b) Although we take measures to safeguard you against unauthorised disclosures of information, transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of information that you transmit to us in any way, or information that you receive from us or that the Personal Information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

6. Access to your Personal Information

- (a) If you believe that the Personal Information that we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, you can contact us to access, correct or update your Personal Information.
- (b) Unless we are subject to a confidentiality obligation or some other restriction on giving access to the information and we are permitted to refuse you access under the Privacy Legislation, we will endeavour to make your information available within thirty (30) days, or such other reasonable time as the circumstances permit. Examples of circumstances where Harris Law may refuse to give you access to your Personal Information include where:
 - i. giving access would be unlawful;
 - ii. we reasonably believe that giving you access would pose a serious threat to the life, health or safety of any individual or to public health or safety;
 - iii. giving access would have an unreasonable impact on the privacy of others;
 - iv. the information could reveal the intentions of a party in negotiations;
 - v. giving access could prejudice the taking of appropriate action in relation to unlawful activity;
 - vi. giving access could reveal evaluative information in a commercially sensitive decision-making process.
- (c) If you request to correct your Personal Information, we will endeavour to promptly correct any information found to be inaccurate, incomplete or out of date, or, if we consider more appropriate, note your request for amendment of the information on your record.
- (d) We will not charge you to make a request to access your record but we may charge a small administrative fee for access, depending on the costs associated with obtaining and providing this material.
- (e) If you would like a copy of the information which we hold about you or you believe that any Personal Information we hold is inaccurate, out of date, irrelevant or misleading, please use the contact information contained in the "Contact Us" section below.

7. Complaints about Privacy

- (a) If you have any complaint about our Privacy practices please contact us using the contact information contained in the "Contact Us" section below.

We take all complaints very seriously and will respond shortly as soon as practicable following receipt of your complaint.

8. Changes to Privacy Policy

- (a) If we decide to change our Privacy Policy, we will post a copy of our revised Policy on this Website and use our best endeavours to make a copy of this Policy available to you.

9. Website

- (a) When you visit this Website, we may collect certain information such as browser type, operating system, website visited immediately before coming to our Website. This information will be used in a cumulative manner to analyse how people use our Website, such that we can improve our Website, Products and Services.
- (b) We may from time to time use Cookies on our Website. Cookies are very small files which a Website uses to identify you when you come back to the Website and to store details about your use of our Website. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept Cookies but you can choose to reject Cookies by changing your browser settings. However, this may prevent you from taking full advantage of our Website.
- (c) Harris Law may from time to time use third-party web analytics or reporting and statistics services. These services use Cookies to report on user interactions on the Harris Law website, including your IP address and to report on information designed to help Harris Law understand how people find and use our Website. This data is transferred to and stored by the third-party service providers in Australia or in foreign jurisdiction.
- (d) Our Website may from time to time use Cookies to analyse website traffic to help us provide a better website visitor experience. Additionally, Cookies may be used to serve relevant advertising materials to Website visitors through third-party services. These advertisements may appear on our Website or on other websites you visit.
- (e) You consent to the disclosure and transfer of your data by continuing to use our Website.
- (f) Our Website may from time to time have links to other websites which are not owned or controlled by Harris Law. These links are meant for your convenience only. Links to third-party websites do not constitute sponsorship, endorsement or approval of these websites. Please be aware that Harris Law is not responsible for the Privacy practices of these third-party websites. We encourage our users to be aware, when they leave our website, to read the privacy statements or policies of each and every website that collects personal identifiable information.

10. Contact Us

- (a) For any questions, notices, or if you believe we have breached this Privacy Policy or the Privacy Legislation, please contact us using the following details:

Harris Law
Attention: Zinta Harris, Principal
By email to: advice@harrislaw.com.au
or by calling: (07) 3211 8144

(b) We will endeavour to respond to any complaint within thirty (30) days. If you are not satisfied with our response to your complaint you may seek a review by contacting the Office of the Australian Information Commissioner using the information available at: <http://www.oaic.gov.au/privacy/privacy-complaints>