

Dwyer Vlahos Legal (“we”, “our” or “us”) is a boutique law firm which provides legal services. Dwyer Vlahos Legal operates a Website under the domain name www.dwyervlahoslegal.com.au (“Website”).

At Dwyer Vlahos Legal we recognise the importance of maintaining the privacy of the personal information of our clients. This Privacy Policy applies to the collection, use and disclosure of personal information by Dwyer Vlahos Legal, and is made in accordance with the Australian Privacy Principles pursuant to the *Privacy Act 1988* (Cth) (“Privacy Act”).

You agree to the terms of this Privacy Policy by engaging us to provide you with legal services.

In the event of inconsistency between this Privacy Policy and the Privacy Act, the Privacy Act will prevail.

Dwyer Vlahos Legal collects and holds personal information relating to our clients and to other people and entities associated with our clients as may be provided or disclosed to us in the course of business. Such personal information may include, but is not limited to, names, tax file numbers, addresses, telephone numbers, social media details, email addresses, occupations, wage records, bank account details, asset and investment details, financial planning records, taxation records, medical records and relationship details.

Dwyer Vlahos Legal collects personal information from our clients in the following ways:

- provision of information to us by clients;
- by other parties or organisations providing it to us either voluntarily or pursuant to compulsory processes (e.g. through discovery and/or via subpoenas) we conduct on our client’s behalf.
- from an individual directly when details are provided to us in emails, instruction forms, in person conferences, interviews, Websites, business cards and or via telephone discussions;
- from public records such as Land Registry searches, ASIC’s database, IP Australia’s database, the Personal Property Securities Register, PEXA settlements, Court Records, Infotrack; and
- by authorising third parties to provide it to us;
- from third parties where such information is relevant to the legal services we are providing to our clients, for example, a client may provide us with personal information about another person, where we obtain a witness statement, where we obtain a report provided by a medical professional or other expert,.

We will take reasonable steps to notify clients and other individuals about our collection of their personal information and will provide all relevant information prescribed under the Privacy Act.

We will only collect personal information by lawful and fair means. We will destroy or de-identify any personal information we receive if we would not ordinarily be permitted to collect that information under the Privacy Act.

Kinds of personal information that Dwyer Vlahos Legal collects

The personal information we may collect about individuals includes:

- names;
- contact details including address, telephone number, email;
- details relevant to the legal services we have been engaged to provide to one of our clients - depending on the type of legal matter, this may include details about an individual's relationship status, family details, employment, business activities, assets and liabilities etc. Where necessary in order to provide legal services, in some cases, we may also collect "sensitive information", such as information about an individual's membership of a professional association, criminal record or health information.

How is personal information used by Dwyer Vlahos Legal?

When we collect personal information about an individual, we will not use that information for any purpose other than the primary purpose for which it is collected, except as otherwise set out in this Privacy Policy or as permitted or required by the Privacy Act.

How is personal information disclosed by Dwyer Vlahos Legal?

We may disclose personal information:

- about a client in any manner incidental to our provision of services to the client;
- to entities who assist us in providing our services (including web hosting and data storage providers);
- to obtain, maintain and comply with the terms of our professional indemnity and other insurance policies
- to facilitate our internal and external administrative processes including financial and business operations and reporting requirements;
- to comply with applicable laws.

We will not otherwise use or disclose any information about individuals without their consent, except as otherwise required or permitted under the Privacy Act.

We do not disclose personal information to any recipients located outside Australia except as required or permitted under the Privacy Act.

Does Dwyer Vlahos Legal use personal information for direct marketing communications?

If your personal information was collected for the purposes of providing you with legal services (or to respond to an enquiry about our legal services), we may contact you using the contact details which you provide to us in order to provide you with newsletters and updates about the law that you may be interested in.

You may opt out of receiving direct marketing communications from us at any time by contacting us using the details set out below.

How does Dwyer Vlahos Legal store personal information?

We will take all reasonable steps to protect personal information from misuse, interference, and loss, and from unauthorised access, modification or disclosure.

We store personal information on secure servers and/or in hardcopy records stored in secure access facilities. We require our employees and contractors to protect the confidentiality of the personal information we hold.

Where we no longer require your personal information we will take reasonable steps to destroy it. However, note that we are generally required to keep records relating to the legal services we provide for a period of at least 7 years.

How can I access, change or delete Dwyer Vlahos Legal's records of my personal information?

You may request access to our records of your personal information by contacting us using the details set out below. Clients will be formally identified before releasing or amending any personal information.

We may require you to pay a reasonable charge for access. We also reserve the right to refuse access to in certain circumstances permitted by the Privacy Act.

We will use its best endeavours to ensure that the personal information we hold is accurate, complete and up-to-date.

If you wish to update your personal information, please contact us to request an amendment to your record. Where it is established that personal information we hold about you is not accurate, or up-to-date, we will take all steps necessary to amend it.

How can I make a query or complaint about privacy?

If you have any enquiries about this Privacy Policy or wish to make a complaint about a matter relating to privacy, please contact us as follows:

- email us at office@dv-legal.com.au;
- telephone us on (03) 9670 1038; or
- fax us on (03) 9670 0974.

Changes to this Privacy Policy

- Dwyer Vlahos Legal reserves its rights to change this Privacy Policy at any time. We will notify you of this by posting an updated version of the policy on the Website.