

DISCLAIMER AND PRIVACY STATEMENT



New Beginnings

Disclaimer

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Independent legal advice **must** be obtained specific to individual circumstances.

Privacy Statement

Ruhl Family Law Centre is committed to ensuring that any personal information that we collect, use and/or store, is done in a manner that accords with the National Privacy Principles set out in the Privacy Act 1988 (Cth).

“Personal information” is information or an opinion about a person from which their identity is apparent, or can reasonably be ascertained.

Why do we collect Personal Information?

Your personal information will be treated as private and confidential. Collecting personal information assists us in various ways, including monitoring and improving our legal services and client relationships. The information is used for undertaking the transaction, action or other legal work arising from instructions received from a client.

Personal information may also be collected to assist with marketing. We may use your contact details for a variety of purposes, including but not limited to the following:

- Providing copies of marketing material and/or sending out invitations to information sessions, seminars or other functions that we may be organising, participating in or recommending to you. You can ‘opt-out’ of this by simply advising our office in writing;
- Responding to requests for information or enquiries made via our website, social media forums or other means of communication; and
- Collating statistical information for marketing or client service purposes.

Personal Information Collected

Where possible, Ruhl Family Law Centre will collect personal information directly from you during the course of our business relationship with you. Common types of personal information that we may collect from you include the following:

- Name, residential or postal address, phone number, email address and other any contact information; and/or
- Date of birth; and/or
- How you were referred to our office.

The information collected about you will be held in the strictest confidence.

Use and Disclosure of Personal Information

We will only use your personal information for the purpose for which it was collected, and any directly related purpose. We may also use your personal information for marketing purposes, however will not disclose that information for third parties to market their products or services to you.

We may disclose your personal information to:

- A third party in connection with acting for you (for example, to undertake a search on your behalf); and/or
- An external service provider engaged by us, as required for that service provider to perform services for us. For example, your personal information may be required to be disclosed to a third party such as our IT consultants who assist in managing our databases and computer network; and/or
- A Barrister when engaging a Barrister to act on your behalf; and/or
- Anyone where required or authorised to do so by law.

Accuracy of Personal Information

If your personal information changes at any time, or you become aware that the personal information we hold about you is no longer accurate or complete, we ask that you contact us immediately so that we may update our records.

Security of Personal Information

Security of your personal information is very important to us. We take all reasonable steps and precautions to ensure that your personal information is protected from disclosure, misuse, loss, unauthorised access or alteration.

The security measures that we implement include maintaining passwords and virus protection software on our electronic databases, and implementing security systems at our office premises.

Once your personal information is no longer required by our office, it will be destroyed and/or deleted from our system. Usually, our office will retain files, including all relevant personal information relating to the clients the subject of those files, for a period of seven years following completion of a matter.

Transparency

Upon request, we can:

- Provide a copy of this statement to you; and/or
- Take reasonable steps to let you know, in general terms, what personal information we hold about you, the purposes for which we hold it and the purpose for which it is intended to be used.

If you have a complaint about our handling of your personal information, please write to us as soon as possible with details of your complaint. We will endeavour to investigate your complaint and advise you of the outcome promptly. In the event that your complaint is not resolved to your satisfaction, we can refer the matter to the federal privacy Commissioner.