

## Privacy Policy

Our Privacy Policy sets out how we will protect your privacy rights. Your privacy is important to Moores Legal and we want to manage your personal information in a professional and responsible manner.

Our Privacy Policy is based on the Ten National Privacy Principles contained in the Privacy Act 1988 . The Privacy Act set standards for the way we must deal with personal information by regulating:

- the way we Collect your personal information;
- the way we Use and Disclose it;
- our Data Quality and Security for storage of your personal information;
- our Openness about our Privacy Policy;
- your right of Access and Correction of your personal information; and
- any International Transfer of Information.

### What is “Personal Information”?

Personal information is any information or opinion whether true or not which either identifies you or from which your identity can reasonably be determined.

Personal information is information about human beings and not about companies and other legal entities.

### Why does Moores Legal collect personal information?

Moores Legal collects your personal information so that we can provide you with legal services. We cannot provide those services without collecting personal information. We collect personal information in order to:

- provide legal services to you;
- offer you our written publications to advise you of legal developments ; and
- undertake various marketing activities.

If Moores Legal does not collect your personal information, we will not be able to represent you or your interest as you would expect, or as we are required by our professional organisation.

### How do we collect personal information?

Generally, and where possible, we will collect your personal information directly from you. Sometimes, however, personal information will be collected about you from other sources.

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In most cases, we will require you to consent specifically to any collection, use or disclosure of your personal information by us. At your first meeting with us, normally we will ask you to give your consent to this in writing.

In all instances, no matter how we collect your personal information, we will deal with it in accordance with this Privacy Policy.

## **Uses for your personal information**

We use the personal information you provide us with to provide our legal services to you. We undertake not to give your personal information to other collectors of client databases. For your benefit, we may include your personal information in our direct marketing database so that you may be invited to seminars or receive our topic-specific newsletters. If you do not want to receive any information arising from our legal services simply contact our Privacy Officer on (03) 9898 0000.

When you let us know you do not want to receive information about our products or services you will immediately be withdrawn from our Moores Legal database and you will receive no further information.

## **Will Moores Legal disclose your personal information to anyone?**

In certain circumstances we will disclose your personal information to others. At your first meeting with us, you will sign a consent permitting us to disclose your personal information in the course of providing legal services to you. For example, we may disclose your personal information to a barrister acting on your behalf on our instructions. We may also disclose it to someone lending you money for the purposes of buying your house.

## **Keeping your personal information up to date**

It is important to us that your personal information is accurate, complete and up-to-date. So that we can deliver services as best as we possibly can, please let us know if there are any changes to your personal information. At any time after we have finished assisting you, you can contact us to tell us that any of the information previously given is now inaccurate or incomplete.

## **How safe is my personal information at Moores Legal?**

At Moores Legal we take reasonable steps to safeguard your personal information. For example, our computer network has password security both internally and externally. For external purposes we also function with a firewall. Each of our offices has lockable filing cabinets and the building itself has top security. We continually review and test our technology for the purposes of improving our security. When we have no immediate use of your personal information, we archive it and after seven years will oversee its destruction.

## **Can I access my personal information?**

At any time you may request access to any of the personal information we hold about you. To do this, telephone our Privacy Officer on (03) 9898 0000 and provide the following information:

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- name and address;
- contact telephone numbers; and
- the legal matter/s we have helped you with in the past or are currently assisting you with.

This is a free service. Sometimes, we may ask that you send this information to us in writing to assist us. On occasion, if the personal information is in our archives, a small fee may be charged to cover the cost of drawing down the information for you.

## **How long will it take?**

We aim to respond to requests for access to personal information within thirty days.

## **Can Moores Legal deny me access to my personal information?**

The Privacy Law does permit us to deny you access to your personal information in certain circumstances. Examples of this are where there is underway or anticipated to come into being a legal dispute about the personal information or where access to a document containing your personal information also contains personal information about other people.

If we do deny a request for access by you then we will certainly explain why.

## **Can I correct the personal information Moores Legal has on file about me?**

Where any information is not accurate, up-to-date or complete, you can request that that information be amended. We will do our best to amend the personal information but on occasion, what we may choose to do is note your desired changes and place them together with the original personal information in your file.

## **Do I have to give my identity at all?**

If you telephone to make an inquiry about the types of legal services we offer at Moores Legal, you do not have to identify yourself. However, if you choose us to act for you, we will not be able to deliver legal services for you if you do not supply us with your personal information.

## **Will my personal information leave Australia?**

We do not send personal information outside Australia unless you have told us to do so or it is part of the legal service which we are providing you with.

## **What is sensitive information?**

Sensitive information includes information about your:

- racial or ethnic origin;
- political opinions;
- sexual preferences or practices;
- criminal record; or
- health.

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This sort of information has extra protection under the law. Moores Legal does not collect this information unless you have consented to its collection. We do not use or disclose your sensitive information other than as allowed by the law or with your consent.

We will need to collect health information when we act on your behalf for a personal injuries matter. We may need to collect information about your racial or ethnic origin or your religious beliefs or affiliations if we are acting on your behalf in a discrimination matter.

## Contact Us

You may always contact us by telephoning our Privacy Officer on (03) 9898 0000. Our Privacy Officer has an email address. It is [privacy@mooreslegal.com.au](mailto:privacy@mooreslegal.com.au). Email is not considered to be a secure way to communicate and when you use this form of communication, you must be aware of this.

From time to time our Privacy Policy may change so that we can better provide legal services to you. The Privacy Policy you are now reading was posted on 8 May 2009.

## Can I complain about a breach of my privacy?

If you believe that we have not protected your personal information as set out in this Privacy Policy you may lodge a complaint with us by:

- telephoning us - (03) 9898 0000;
- writing to us - Privacy Officer, Moores Legal, PO Box 340, Box Hill, 3128; or
- emailing us - [privacy@mooreslegal.com.au](mailto:privacy@mooreslegal.com.au).

If you are not satisfied with our response to your complaint, you can refer your complaint to the Federal Privacy Commissioner by:

- telephoning - 1300 363 992; or by
- writing to - The Director of Complaints  
Office of the Federal Privacy Commission  
GPO Box 5218  
Sydney NSW 1042.