

CJM Lawyers Privacy Policy

CJM Lawyers understands the importance of protecting the personal information that we hold. This Privacy Policy (**Policy**) details how we collect, use, disclose and hold personal information as well as your rights regarding any personal information that we may hold about you.

By using our websites, services, or otherwise providing us with your information, you consent to us holding, collecting, disclosing and using your personal information as outlined in this Policy. If we are not able to collect, handle, use and disclose personal information about you as set out in this Policy, we may not be able to provide you with our services or with access to our websites or applications.

We may, through our interactions with organisations, collect personal information about individuals who are directors, employees or principals of those organisations or their associates. We request that any organisation who provides us with personal information about such individuals, or are otherwise aware that we have collected personal information about such individuals, assist us by referring the relevant individuals to this Policy. Prior to providing us with personal information about an individual that is sensitive information, you must ensure that you are authorised by the relevant individual to disclose that information to us.

What personal information do we collect?

We collect both personal information and non-personal information. In this Policy, **personal information** is ascribed with the meaning given to it in the *Privacy Act 1988* (Cth), and includes information or an opinion, whether true or not, about an identified individual or an individual who is reasonably identifiable.

The kinds of personal information that we collect will depend on the nature of your interactions with us. We may collect personal information about:

1. our clients, business associates, potential clients and their personnel;
2. our suppliers and their employees;
3. other individuals in the course of acting for our clients;
4. our employees, partners, contractors, former employees, former partners, former contractors or prospective employees, contractors or partners; and
5. other people who come into contact with a member of CJM Lawyers.

In general, the personal information that we may collect and hold includes name, date of birth, contact details (including email addresses), occupation, company name, username and password (as applicable), personal preferences, payment details, information contained in resumes (such as employment history, education and qualifications), testimonials and feedback, and other information which assists us in conducting our business, providing and marketing our services and meeting our legal obligations. In some instances we may also collect 'sensitive information', such as information about an individual's membership of a political, professional or trade association, health information or criminal record.

We may also collect non-personal information provided to us by your browser when you visit our website, for example, the website you came from, your location information, IP address, web browser and/or device type and the time and date of access.

How we collect and hold personal information

Generally we will collect personal information directly from the person to whom the personal information pertains.

However, we may also collect personal information from you indirectly through: written correspondence (such as emails), face-to-face meetings, interviews, business cards, forms, online queries and telephone conversations, and through use of the services available through our websites, applications and social media channels; and

In some instances, information may be obtained through third parties. For example, we may collect personal information about individuals from the following third parties:

1. Our clients;
2. Court or tribunal records;
3. Publicly available records;
4. Recruitment agencies;
5. Online searches;
6. Social media channels;
7. Service providers;
8. Medical professionals;
9. Parties that you refer us to, including previous employers/referees; or
10. Government agencies.

How do we protect personal information?

We will take reasonable steps to protect the security of personal information. Our personnel are required to respect the confidentiality of personal information and the privacy of individuals. We take reasonable steps to protect personal information held from misuse and loss and from unauthorised access, modification or disclosure, for example by use of physical security and restricted access to electronic records. Where we no longer require your personal information we will take reasonable steps to destroy or de-identify it.

Why do we collect, hold, use and disclose personal information?

In general, we may collect, hold, use and disclose your personal information for the primary purposes for which it was collected, related purposes and other purposes including:

to conduct our business;

to provide and market our products or services;

to communicate with you to provide or promote our products or services;

to manage insurance;

to conduct further searches and enquiries regarding the information you have provided to us or to collect additional personal information about you or your associates for our regulatory or prudential purposes;

to purchase goods or services;

to help us manage, develop and enhance our services, including our websites and applications;

to consider the suitability of prospective employees;

to comply with our legal obligations; and

to administer, maintain, support, and provide upgrades to, our services and applications.

We may also use and/or disclose your personal information for other purposes which you consent to or which are required or permitted by law. This may include for a secondary purpose that is related to a purpose for which we collected it, and for which you would reasonably expect us to use or disclose your personal information.

If at any time you would like to unsubscribe from receiving future content, surveys, features or other marketing information or communications, we include in all electronic messages a statement to the effect that you, as the recipient, may send an unsubscribe message to us using the contact details provided in that electronic message. Otherwise you can contact us at any time info@cjmlaw.com.au to unsubscribe or update your preferences.

Who do we disclose your personal information to?

We may disclose your personal information (including, in certain limited circumstances, your sensitive information) for the purposes for which it was collected (as described above) to:

other members of CJM Lawyers, save for when we are precluded from doing so due to specific obligations in respect of confidentiality;

entities who assist us in providing our services (including hosting and data storage providers and debt collectors);

social media channels on which we have a presence; and

where we are required or authorised to do so by law.

Disclosure of personal information overseas

We may disclose your personal information to the following overseas recipients:

To internationally based external service providers who perform services or functions on our behalf (such as marketing services and data storage).

to anyone else where we are required or authorised by law to do so; and

to anyone else to whom you authorise us to disclose it.

Links to other websites

From time to time we may provide links to other websites that are operated by third parties. We do not make any warranties or representations in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. If you visit these websites, they will be governed by their own terms of use (including privacy policies).

Accessing and correcting your personal information

Subject to the provisions of the Privacy Act, you have a right to seek access to and/or the correction of the personal information which we hold about you. You can make a request to access or correct your personal information by contacting our Privacy Officer at info@cjmlaw.com.au. You will be required to verify your identity and to stipulate what information you require. In some instances, we may charge you a fee for providing access to personal information, should this be the case you will be advised of the estimated cost in advance.

Complaints

If you have any questions about privacy-related issues or wish to make a complaint about a breach of the Australian Privacy Principles, please contact our Privacy Officer at info@cjmlaw.com.au. Any complaint will be investigated by the Privacy Officer and you will be notified of the making of a decision in relation to your complaint as soon as is practicable after it has been made (usually within 30 days).

If we are unable to satisfactorily resolve your concerns about our handling of your personal information, you can contact the Office of the Australian Information Commissioner:

GPO Box 5218
Sydney NSW 2001
Email: enquiries@oaic.gov.au
Tel: 1300 363 992

www.oaic.gov.au

Updates to our Policy

It may be necessary for this Policy to be reviewed from time to time. We will notify you of any updates or changes to this Policy by posting an updated version to our website. You should review our website from time to time to ensure that you are up-to-date with our latest Privacy Policy. Alternatively, the most current version of this Policy can be obtained by contacting our Privacy Officer at info@cjmlaw.com.au.