

GENERAL

1. Nexus Lawyers Pty Ltd (Trading as Nexus Law Group) (ABN 45116644449) ("**us, we, or the Company**") respect the privacy of the users of our websites ("**Sites**"), our clients and other individuals who interact with us. We have created this privacy policy to explain how we collect, store, use and disclose personal information.
2. Access to our privacy policy is free. If you would like us to post you a copy of our privacy policy, or have any questions about it or its contents, please call us on +612 4961 0002.
3. Personal information is defined in the *Privacy Act 1988* (Cth) ("**Privacy Act**") as:

"Information or an opinion about an identified individual, or an individual who is reasonably identifiable:
 - a. Whether the information or opinion is true or not; and*
 - b. Whether the information or opinion is recorded in a material form or not."*
4. The Privacy Act was most recently amended on 12 March 2014. The new legislation includes thirteen (13) Australian Privacy Principles (APPs). The APPs regulate the way many companies collect, use, hold and disclose personal information.
5. Our practices and internal policies are consistent our obligations under the Privacy Act and our staff are required to ensure compliance as a condition of their employment. In any third-party contracts we enter there is a duty to maintain personal information in accordance with this privacy policy and in a manner consistent with the Privacy Act.
6. From time to time we will update this privacy policy without prior notice. We will notify you by updating the policy published on our Sites.

HOW AND WHY WE COLLECT PERSONAL INFORMATION

7. The Company collects personal information in several ways. The most common ways we collect personal information include via our website when you lodge an enquiry with us or open a new client file with us, when you speak to us over the phone or correspond with us by fax or email.
8. Our Sites may collect other information that may or may not be personal information. For each visitor to the Site, our server automatically recognises and stores the individual's "IP address" (eg. the domain name or Internet protocol address), the type of Internet browser being used, the address of the site that "referred" the individual to our website and clickstream data. If this information cannot be used or combined with other data to identify you, it will not be personal information.

9. We collect personal information for the purpose of providing you with any goods or services that you request, to update our Sites, to improve the services or goods that we provide and to develop our business.

WHAT PERSONAL INFORMATION IS COLLECTED?

10. We aim to only collect personal information that is necessary to fulfil the purpose for which you have disclosed it, or as required by law.
11. If you ask us to provide you with information, goods or services, sign up to join a mailing lists, or submit a competition entry form, you will be asked to provide contact information (such as your name, telephone number, date of birth, postal address and email address). You may also be asked for information relevant to the services we are providing.
12. In some instances, we may need to ask you for additional information necessary to provide you with the goods or services you have requested.
13. We may collect Sensitive Information, which is information given a higher level of protection under the APPs and Privacy Act. Sensitive Information collected may include health information, information relating to racial or ethnic origin, political opinions, membership of a political, professional or trade union association, religious beliefs or affiliations, philosophical beliefs, and criminal records. Sensitive Information will be collected, used and disclosed in compliance with our obligations under the APPs and Privacy Act.
14. We aim to only collect information that is necessary to provide you with any service you have requested. If you would prefer to remain anonymous, we are happy to still deal with you provided that we don't need to know who you are. Instances where this may be possible include where you are providing us with anonymous feedback that does not require a response.

DIRECT MARKETING AND ELECTRONIC UPDATES

15. Where you have provided consent, or consent is deemed to have been provided or conferred (in compliance with the APPs), we may use your personal information for the purpose of sending you marketing communications including by electronic means, SMS, MMS for an unlimited period. You may opt-out of receiving such messages at any time provided such messages are sent by us. We will give you the opportunity to opt-out within the message that we send to you. You may also opt-out by contacting us (using the details provided below).

16. Where you have provided consent, or consent is deemed to have been provided or conferred (in compliance with the APPs) we may also send you electronic updates including via email, SMS, MMS for an unlimited relating to products or services you have ordered, used or enquired about, to keep you informed of changes to the Site, and the products or services offered via the Site or from other production companies. You may opt-out of receiving such messages at any time provided such messages are sent by us. We will give you the opportunity to opt-out within the message that we send to you. You may also opt-out by contacting us (using the details provided below).

STORAGE OF PERSONAL INFORMATION

17. Any information we collect about you will be kept securely by us unless an event beyond our control disrupts the measures we have in place. We use up-to-date security, firewall, anti-virus and encryption software to ensure the security of the data we keep and to prevent unauthorised access, destruction, use, modification or disclosure. We have procedures in place with regards to staff access to personal information and ensure that only those staff who need to know have access to your information.

18. We will only store personal information for so long as it is required either to fulfil the purpose for which it was collected or to fulfil our obligations at law. We will conduct regular reviews of the personal information we hold and destroy or de-identify information no longer required.

DISCLOSURE OF PERSONAL INFORMATION

19. Generally, personal information will not be disclosed to individuals or organisations outside of the Company without your prior consent. However, in the circumstances described below, personal information may be disclosed to:

- a. Essential service providers: There may be other companies that we rely on to provide goods or services to you. We may be required to provide your personal information to these companies to ensure that we can deliver goods or services to you.
- b. Law enforcement or government bodies: There are exceptions under the Privacy Act with regards to the provision of personal information to law enforcement or government bodies. When a legitimate request is sent to us by a law enforcement or government body we will comply with that request and may provide personal information about you without your consent.
- c. Companies related to us or who take control or part or all of our business: In providing personal information to us you will need to be aware of the possibility that, in future, another company may take control of part or all of our business. In that case, your personal information will be provided to that company.
- d. Credit Reporting agencies, courts, tribunals, and regulatory authorities: Where you fail to pay for goods or services provided to you.

- e. Where we are compelled to disclose information, for example in response to a court or tribunal order.
20. If we disclose personal information to a third party under outsourcing or contracting arrangements (a service provider), the we will take steps to ensure that they have:
- a. Signed a binding agreement;
 - b. Handle the personal information in a manner consistent with the APPs (regardless of whether they are a small business, or would otherwise be exempt from the Privacy Act);
 - c. Only use the personal information in order to provide specific services or to perform the specific functions required; and
 - d. Store the personal information securely, and only for as long as is necessary to provide the required services to perform the required functions.

ACCESS TO PERSONAL INFORMATION

21. Under the Privacy Act, you have the right to seek access and to update or correct the personal information that we hold about you. If you wish to exercise your right under the Privacy Act to seek access to the personal information held for you, you should make the request in writing (to the address specified below).
22. Ordinarily we will not charge for providing access/copies of personal information we hold about you, and will generally respond to access requests of this type within 30 days. If we anticipate there being a fee (for the time we spend locating and compiling the information you have asked for) we will provide you with an estimate before proceeding. If a fee is payable it will be based on an hourly rate plus the cost of photocopying or other out of pocket expenses. For legal and administrative reasons, we may also store records containing personal information in archives. Access to these historical records may result in a charge being incurred (an estimate will be provided to you prior). Due to the nature of archive, requests for access to historical records may take longer to process than with current records.
23. You may correct the personal information we hold about you at any time, you should make the request in writing (to the address specified below).
24. On review of your request, if we agree that the personal information held is not accurate, complete and up to date, it will be corrected by the appropriate person. If we do not agree, you will be provided with the reason(s) for the views and the opportunity to make a statement of your view and have it included with the information held.

COMPLAINTS

25. You have a right to complain to us if you are concerned about your privacy, how we have dealt with your personal information or in relation to the Privacy Act.
26. If you are concerned about how we have dealt with your personal information you should first contact us (using the details set out below). We will endeavour to send you a written response within 10 business days.
27. If you are not satisfied with the way we have managed or attempted to resolve your complaint you may complain to the Office of the Australian Information Commissioner by calling them on 1300 363 992, via their website at www.oaic.gov.au or by mail to the Office of the Australian Information Commissioner, GPO Box 5218 Sydney NSW 2001.

LINKS TO THIRD-PARTY WEBSITES

28. Our Sites contain links to third party websites for individual's convenience and information. Individuals should be aware that when they access a third-party website, we are not responsible for the privacy practices or policies of that third party and will not be liable for any use or disclosure your personal information by any third party to whom your information is sent. We suggest that you review the privacy policy of each website you visit.

ACCEPTANCE OF THESE TERMS

29. By using the Sites, you signify your acceptance of this privacy policy. If you do not agree to this policy, please do not use our Sites or provide us with your personal information. The Company reserves the right to modify, alter or otherwise update this policy at any time. Should the Company modify, alter or otherwise update this policy, it will prominently post notice(s) of the changes on the Sites covered by this privacy policy.

CONTACT DETAILS

Nexus Lawyers Pty Ltd (trading as Nexus Law Group)
Email: office@nexuslawyers.com.au
Mailing address: 239 King Street, Newcastle NSW 2300