

# Privacy Policy

## Our Commitment To Privacy

Your privacy is important to Arenburg Legal.

This policy outlines the obligations we have in managing the personal information we hold about clients, potential clients, contractors and others.

It also explains our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage and at every point where personally identifiable information may be requested.

## What Kind of Personal Information does Arenburg Legal Collect?

We collect limited personal information such as your title, name, contact details (address, phone and fax) and email address.

This personal information is only collected when you knowingly provide it. For example, we may request personal information from you when you:

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- Contact us for further information
  - Subscribe to our mailing list
  - Register your details on our website
  - Participate in surveys and other types of research, or
  - Enter a promotion or competition hosted by arenburg.com.

We also may collect certain non-personally identifiable information when you visit our web pages such as the type of browser you are using (eg., Internet Explorer, Google Chrome, or Firefox), the type of operating system you are using, (eg., Windows XP, Linux or Mac OS) and the domain name of your Internet service provider (eg., Telstra Bigpond, Hotkey, or iPrimus).

## How does Arenburg Legal Collect and Use Information from the Website?

If you visit [www.arenburg.com](http://www.arenburg.com) to read, browse or download information, we may use your information to better understand your needs and provide you with better services or products that we believe may be of interest to you.

We sometimes use this information to communicate with you, such as to notify you when we make changes to our subscriber agreements, to fulfil a request by you for an online newsletter, to contact you about your file or when you have won a competition.

We may use the information you provide about yourself to fulfil your requests for our services, to respond to your enquiries about our offerings, and to offer you other services or products that we believe may be of interest to you. Specifically, your personal information may be used:

- To keep you up-to-date with services, products, events or promotions we think would be of particular interest through a variety of channels. You will be able to “opt-out” from this activity at any time.
- To deal with your queries or customer service issues promptly. We may also keep information on your communications with our Solicitors and staff at Arenburg Legal.
- For planning, product development or research purposes.

### **Use and disclosure of personal information**

We will only send personal information about you to other organisations when:

- We have your consent to share the information,
- We need to share your information in order to provide the product or service you have requested, or
- We are required or authorised by law to disclose the information.

We sometimes use the non-personally identifiable information that we collect to improve the design and content of our site and to enable us to personalise your online experience.

We also may use this information in the aggregate to analyse site usage, as well as to offer you services or products. We may disclose personally identifiable information in response to legal process, such as a court order or a subpoena. We also may disclose such information in response to a law enforcement agency’s request.

Although we take appropriate measures to safeguard against unauthorised disclosures of information, we cannot assure you that personally identifiable information that we collect will never be disclosed in a manner that is inconsistent with this Privacy Policy. We may on occasion combine information we receive online with outside records to enhance our ability to market to you those services or products that may be of interest to you.

## **Collection of Information by Third-Party Sites and Sponsors**

We may disclose your personal information to other companies or individuals who assist us in providing services or who perform functions on our behalf (such as barristers, medical practitioners, valuers, courts and tribunals) and anyone else to whom you authorise us to disclose it.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

We will take all reasonable steps to ensure that any third parties to whom your personal information is disclosed undertake to comply with the Australian Privacy Principles so as to protect the personal information disclosed to them.

## **Cookies**

Like many websites, our website may use “cookies” from time to time to enhance your user experience. Cookies are small text files that we transfer to your computer’s hard drive through your web browser to enable our systems to recognise your browser and store your preferences. Cookies and the anonymous web usage information referred to above will not be used to identify you as an individual unless required by law, or where the website is accessed via links in an email we have sent which specifically refers to the fact that clicking on links may be tracked.

Cookies themselves do not tell us your email address or other personally identifiable information unless you choose to provide this information to us by, for example, registering on the website. However, once you choose to furnish the site with personally identifiable information, this information may be linked to the data stored in the cookie.

## **Arenburg Legal’s Commitment to Data Security**

To prevent unauthorised access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.



## **How You Can Access or Update Your Information**

You can access all your personally identifiable information that we collect online and maintain by calling us or sending us an email. We use this procedure to better safeguard your information.

You can correct factual errors in your personally identifiable information by sending us a request that credibly shows error.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

## **Changes to This Policy**

We may make changes to this Privacy Policy from time to time for any reason and we will publish any changes on our website.

## **How to Contact Arenburg Legal**

Should you have other questions or concerns about privacy related issues, please call our Office Manager on +61 (0) 7 3181 5554 or email [enquiries@arenburg.com](mailto:enquiries@arenburg.com).