

---

## Privacy Policy

### 1. INTRODUCTION

Oakbridge Lawyers Pty Ltd ACN 623 488 291 (“we”, “us” or “our”) is bound by the *Privacy Act 1988* (Cth) (as amended from time to time) (“Act”) and the Australian Privacy Principles (“APP’s”) contained in the Act.

We will comply with the Act and the APP’s set out in the Act. You can view the APP’s online at the Australian Government website for the Office of the Australian Information Centre at <https://www.oaic.gov.au/privacy-law/privacy-act/>

This Privacy Policy is provided to make you aware of how we collect, use and manage personal information. It also provides you with information about how you can access your personal information and how you can make an inquiry or complaint regarding our compliance with the APP’s or any information which we hold.

### 2. YOUR ACCEPTANCE OF THIS PRIVACY POLICY

By viewing our website, namely [www.oakbridgelawyers.com.au](http://www.oakbridgelawyers.com.au), entering into a costs agreement/terms of engagement with us under which legal services are to be provided to you or otherwise providing us with your personal information, you agree to the terms of this Privacy Policy.

You may, at any time, withdraw your consent by informing us in writing. If you are a client and withdraw consent (as you are entitled to do), it might mean that we are unable to provide you with the legal services you want.

From time to time, we may update the Privacy Policy. When changes are made, we will revise the date of last update at the end of this Privacy Policy. We encourage you to check our website regularly for any updates to our Privacy Policy.

### 3. INFORMATION WE COLLECT AND HOLD

We may collect personal information from you.

**Personal information** is defined by the Act as “*information or an opinion about an identified individual or an individual who is reasonably identifiable:*”

- (a) *whether the information is true or not; and*
- (b) *whether the information or opinion is recorded in a material form or not.”*

In general, the personal information we may collect and may hold includes name, date of birth, contact details (including email addresses and telephone numbers), bank account details, and other information which assists us in conducting our business, providing and marketing our services and meeting our legal obligations.

### 4. HOW WE COLLECT AND HOLD YOUR PERSONAL INFORMATION

We will only collect and hold personal information by fair and lawful means when you provide your details to us and through written communications such as emails, letters, or any other form of digital communication, forms, telephone calls, face-to-face meetings, interviews, registration and attendance at seminars, business cards, online queries, and through use of our website and social media platforms (including but not limited to LinkedIn).

We may hold your information in computer systems, electronic form, digital records, telephone recordings and/or in paper files.

We will take all reasonable steps to protect your information from misuse, interference, loss and unauthorised access, modification and/or disclosure.

We will make every effort to ensure that the personal information collected from you is accurate and complete, and will assume that personal information provided by you does not contain errors and is not misleading or deceptive. We will not take steps to verify the accuracy of any personal information provided by you and will rely on the personal information provided by you. You must notify us of changes to your personal information as soon as possible after such changes occur.

## **5. PURPOSES OF COLLECTION**

We will collect, hold, use and disclose your personal information for the primary purposes for which it was collected. This includes:

- providing legal services to you;
- sending you publications and inviting you to various events.

We may also use personal information for other purposes which you consent to or which are required or allowed by law. This may include to monitor and evaluate our services.

If at any time you do not consent to any of the above uses of your information, please let us know.

## **6. DISCLOSURE OF PERSONAL INFORMATION**

We do not allow disclosure to third parties of personal information we hold unless:

- we consider it necessary to be disclosed so that the services we provide to you can be properly performed; or
- you have consented (whether expressly or impliedly);
- we are required or permitted by law to provide your personal information to a third party.

We may disclose personal information to:

- third party contractors and providers of goods and/or services that assist us in providing our services, such as barristers, external lawyers, mediators, cost consultants and experts;
- Courts, tribunals, regulatory authorities and government entities;
- parties and their representatives with whom we are required to engage in relation to matters concerning you;
- our insurers (if required);
- as required by law, such as to regulatory agencies; and
- any other recipient which is notified to you at the time of collection or that you otherwise authorise.

## 7. ACCESS AND CORRECTION

If you wish to:

- access your personal information held by us; and/or
- seek to correct your personal information,

please direct your enquiry to:

Nikita Klar, Practice Manager  
Oakbridge Lawyers Pty Ltd  
Suite 5, 245 Fullarton Road, SA 5063  
Email: [nklar@oakbridgelawyers.com.au](mailto:nklar@oakbridgelawyers.com.au)  
Direct line: 08 7078 0395  
Mobile: 0420 413 467

We will provide such access unless:

- giving access would be unlawful;
- denying access is required/authorised by or under an Australian law or a Court/tribunal order; and/or
- giving access would prejudice any enforcement related activities.

We will respond to your request within 14 days. In the event that we refuse your request, we will provide you with written notice setting out our reason(s) for refusal.

In the event that we become aware that any information we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading, we will take such steps as are reasonable to correct the information. We will provide you with written notice of any such correction as soon as possible.

## 8. OVERSEAS RECIPIENTS

We do not operate outside of Australia. However, if we do disclose personal information to a recipient outside of Australia, we will take all reasonable steps to ensure that the overseas recipient does not breach the Act and APP's, unless:

- the overseas recipient is subject to similar laws to the Act and the APP's and you have mechanisms to take action against the overseas recipient;
- we reasonably believe the disclosure is necessary or authorised by Australian law; and/or
- you have provided express consent to the disclosure.

## 9. WEBSITE

When an individual visits our website, we may collect information such as browser type, operating system and details of the website visited immediately before coming to our website. This

information is used in an aggregated manner to assess how individuals use our website so that we can improve our service.

We use cookies on our website to help us serve individuals better on future visits and to help us evaluate and improve the content and functions of our website. Cookies are very small files that a website uses to identify an individual when he/she comes back to the website and to store details about his/her use of the website. Cookies are not malicious programs that access or damage your computer. We use cookies to improve the experience of individuals using our website. If you prefer, you can set your browser to refuse cookies from our website.

Our website may contain links to other websites that are not owned or operated by us. Individuals should carefully review the privacy policy of any linked website before providing any personal information to them, as we cannot control and are not responsible for the privacy policies or practices of third-party websites that are not owned or operated by us.

## 10. COMPLAINTS PROCESS

Should you have any complaints in respect of our handling of your personal information, credit information or credit eligibility information, about a possible breach of this Privacy Policy, the Act or the APP's, we require that you follow the following process:

- Contact our Practice Manager:
  - by email addressed to the Practice Manager, at [nklar@oakbridgelawyers.com.au](mailto:nklar@oakbridgelawyers.com.au); or
  - via phone on (08) 7078 0395; or
  - Alternatively, you can send your request by post addressed to: The Practice Manager, Oakbridge Lawyers Pty Ltd, Suite 5, 245 Fullarton Road, SA 5063
- Ensure your correspondence clearly sets out the nature of your complaint;

We will, within 7 days of receiving the complaint, provide you with a written response acknowledging the complaint and setting out how we propose to deal with it.

We will then investigate the complaint.

We will then, within 30 days of the date of your complaint or such longer period as agreed by you in writing, provide you with the outcome of our investigation in writing.

## 11. MARKETING

We occasionally use your personal information to notify you about other products or promotions offered by us or one of our related entities. You can ask not to receive such information by contacting us directly at any time.

This Privacy Policy was last updated on 5 February 2021