**Our Privacy Policy**

This is the Privacy Policy of Contract Conveyancing Pty Ltd (ACN 658 261 726), Conveyancing License No. 06000857 (“we”, “us” and when relating to us, “our”).

We are committed to protecting the privacy of our contacts, customers, suppliers and employees (“you” and when relating to you, “your”) and complying with the Australian Privacy Principles set out in the *Privacy Act* 1988 (Cth) (“Privacy Act”).

In this policy we describe how we manage your personal information.

**The kinds of personal information we collect**

1. The kinds of personal information we collect include:
	1. contact details such as name, role or position, address, email address, mobile number, landline number and fax number;
	2. information relating to your circumstances and affairs relevant to the matter/s in which we are instructed;
	3. information about the requirements of the specific transaction for which you have wish to engage us to perform, including but not limited to:
		1. the details of any real property, land, building or structure which is the subject of the transaction;
		2. financial information, such as mortgage and refinance details, personal banking details, etc; and
		3. personal identification details, such as tax file number, date of birth, residential address, migration and residency status, etc.
	4. information regarding our communications with you and your attendance at seminars and promotional events held by us;
	5. if you are an employee or prospective employee, information about your qualifications, skills and work experience;
	6. if you are a supplier or prospective supplier, information about your business skills, services, products and prices.

**How we collect personal information**

1. We collect personal information by various means including when:
	1. you contact us with a question or inquiry;
	2. you attend a seminar or event where we are hosting or presenting;
	3. you instruct us to act for you and we open a file;
	4. we undertake a search or investigation on a property or person;
	5. we are contracted by a law firm or other conveyancer that you have engaged to act as a settlement agent on their behalf;
	6. you visit our website.
2. Where practicable we collect personal information about you directly from you. However, we may have collected information about you from a third party such as a client, a third party information provider, the courts or a person responding to our questions or inquiries.
3. We are required to collect the full name and address of our clients by the *Conveyancers Licensing Regulation 2021* (NSW). Accurate name and address information must also be collected in order to comply with the trust account record keeping requirements in the *Conveyancers Licensing Regulation 2021* (NSW).
4. If you are a client and do not provide us with name and address information we cannot act for you.
5. If you do not provide us with accurate personal information we may not be able to carry out our instructions or achieve the purpose for which the information has been sought.

**The purpose for which we collect, hold, use and disclose personal information**

1. We collect, hold, use and disclose personal information in order to:
	1. respond to your enquiries;
	2. provide conveyancing services;
	3. employ competent and diligent personnel;
	4. monitor or improve the use of and satisfaction with our legal services; and
	5. let you know about conveyancing developments, our expertise and services that may be of interest to you.
2. We disclose personal information:
	1. in order to carry out the instructions of our clients; and
	2. subject to our confidentiality obligations, when using services in support of our conveyancing practice.
3. The parties to whom your personal information is disclosed:
	1. Subject to our confidentiality obligations, we may share some relevant personal information with:
		1. parties related to a matter you have with us, government authorities and service providers as reasonably required to carry out your instructions;
		2. our email marketing provider for the purposes of providing you our newsletter, invitations and legal updates; and
		3. third party service providers who assist us with archival, auditing, accounting, legal, business consulting, website or technology services.
4. We also will disclose your information if required by law to do so or in circumstances permitted by the Privacy Act – for example, where we have reasonable grounds to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being or may be engaged in, in response to a subpoena, discovery request or a court order.

**Disclosure of information outside the jurisdiction of collection**

1. Some of the third parties described above including our service providers and related bodies corporate may be in other countries.

**Security**

1. We take reasonable physical, technical and administrative safeguards to protect your personal information from misuse, interference, loss, and unauthorised access, modification and disclosure. For example, we maintain our files in secure offices and limit access to personal information to individuals with a need to know.

**Access/correction/updating personal information**

1. You can contact us to access, correct or update your personal information. Unless we are subject to confidentiality obligation or some other restriction on giving access to the information and we are permitted to refuse you access under the Privacy Act, we will endeavour to make your information available to you within 30 days. Examples of circumstances where we may refuse to give you access to your personal information include where:
	1. giving access would be unlawful;
	2. we reasonably believe that giving you access would pose a serious threat to the life, health or safety of any individual or to public health or public safety;
	3. giving access would have an unreasonable impact on the privacy of others;
	4. the information could reveal the intentions of a party in negotiations;
	5. giving access could prejudice the taking of appropriate action in relation to unlawful activity;
	6. giving access could reveal evaluative information in a commercially sensitive decision making process.
2. If you request to correct your personal information, we will correct, or, if we consider more appropriate, note your request for amendment of the information on your record.
3. We will not charge you to make a request to access your record but we may charge you to actually provide access depending on the costs associated with obtaining and providing the material.
4. These actions can usually be taken by contacting us using the contact information in the “Contact Us” section below

**Notification of changes**

1. If we decide to change our Privacy Policy, we will post a copy on our website.

**Complaints / Contact us**

1. If a breach of this Privacy Policy occurs, a complaint may be made to us by sending it to:

Contract Conveyancing
judy@contractconveyancing.com.au

We will endeavour to respond to any complaint within 30 days. If you are not satisfied with our response to your complaint you may seek a review by contacting the Office of the Australian Information Commissioner using the information available at [http://www.oaic.gov.au/privacy/privacy-complaints](https://www.oaic.gov.au/privacy/privacy-complaints).