

RIGBY COOKE LAWYERS' PRIVACY POLICY

Rigby Cooke Lawyers (ABN 58 552 536 547) (**Rigby Cooke, we, us, our**) understands that you value your privacy and wish to have your personal information kept secure. For these reasons, we place a high priority on the security of the personal information we hold. We have developed this policy to inform you of how we manage your personal information and maintain its integrity and security.

We are bound by the *Privacy Act 1988* and must comply with the Australian Privacy Principles. You can find more information about the Privacy Act and the Australian Privacy Principles at the Office of the Australian Information Commissioner's website at: www.oaic.gov.au.

While we believe in keeping your personal information highly secure, we also believe that you have the right to be informed about how we deal with that information so, if on reading this policy you are unclear on any of the matters or simply want more information, please contact us by using the contact details provided below.

Collecting Personal Information

We aim to collect personal information only if it is reasonably necessary to providing the service, product or information you have requested from us.

In general you can assume that we collect and hold the following personal information:

- Name
- Address
- Email address
- Telephone and fax number
- Date of birth
- Information about legal matters that we deal with that involve you

In the event that you require Rigby Cooke Lawyers to provide you with any professional services, you will be required to provide us with at least your name, address and telephone number. We may request additional information in order to provide you with the professional services you have requested.

Visiting our Website

Information that we may collect when you visit this website includes the following:

- If you decide to contact Rigby Cooke via the website and where you opt to subscribe to a newsletter or enrol for a seminar, we may request your email address;
- If you enrol for a seminar or subscribe to a newsletter, we may request your name, address, telephone and fax number, credit card details, details of the company or organisation you work for and your position.

When subscribing to a newsletter, the only essential information you need to provide is your name and address. When enrolling for a seminar, the only information that you must provide is your name, email address and payments details (if applicable). All other information requested is optional and will not prevent you from enrolling or subscribing.

When you visit our website, our Internet Service Provider will record and collect the following information:

- the date and time of your visit
- the internet address you are using
- the pages you accessed
- the type of web browser you are using
- the website that referred you to us

This information is used for statistical and website development purposes only.

Cookies

Our website also contains cookies. A cookie is a small file saved on your computer's hard drive when you visit our website. When you return to our website, the data saved in the cookie is sent back to the website. We use cookies to assist you in navigating the website when you return.

The cookies we use in no way gives us access to your computer or any information about you, other than the information you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

How we collect Personal Information

Unless it is unreasonable and impracticable to do so, we collect your personal information from you directly when we provide our services to you, or by using cookies on our website (as set out above).

In some cases we may collect personal information from a third party, such as when a client requires us to collect information on their behalf. At the time of collection, or as soon as practicable after we have collected it, we will take reasonable steps to notify you of the collection and of any matters relevant to the collection.

Naturally we collect and hold a broad range of personal information gathered during the course of providing our products or services. However as stated above, we strive to ensure that we collect and hold only that personal information which is relevant and necessary to your specific matters.

Purposes of Collection

We collect and hold your personal information primarily to provide the service requested by you, or to respond to your queries (or if it is reasonable to expect that we would use or disclose your personal information for purposes which are related to providing the service or responding to your queries).

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When you enrol for a seminar or subscribe to a newsletter, we may retain your information and use it to enhance and develop our relationship with you by providing you with information on the services offered by Rigby Cooke, other newsletters, upcoming seminars and events, and to inform you of developments at Rigby Cooke and other services that we can provide.

We may disclose your personal information to the following third parties:

- IT technicians who may need access when providing on-site support (although it is our practice for them to work under supervision);
- our auditors;
- file storage service providers; and
- third parties necessary to provide the requested service to you, such as courts and government agencies.

We are not likely to disclose information to overseas recipients unless it is with your consent, or the disclosure is required or authorised by law.

We will not otherwise disclose information about you unless the disclosure:

- is required by law;
- is authorised by law; or
- you have consented to our disclosing the information about you.

Personal Information Quality

We aim to ensure that your personal information is accurate, complete and up to date. To assist us in this respect, you need to provide true, accurate, current and complete information about yourself as requested and properly update the information to us to keep it true, accurate, current and complete.

If you believe that the information is inaccurate or incomplete, please contact us and we will use all reasonable effort to correct the information.

In the event that we do not believe the information to be incorrect, we will take reasonable steps to add a statement to the information claiming that you believe the information is not accurate, complete or up-to-date.

Securing Your Personal Information

We are committed to keeping your information secure and will take reasonable steps to protect the personal information we hold from misuse, loss and unauthorised access, modification or disclosure. We will also take

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reasonable steps to destroy or permanently de-identify personal information if it is no longer needed, except where we are required to retain this information by law.

Accessing and Correcting Your Personal Information

You may request access, or correction, to all personal information that we hold about you. We will give you access to, or correct, your personal information unless there is a lawful reason for refusing your request for access or correction. If we refuse your request we will give you a written notice explaining our reasons for that refusal and how you may complain about that refusal.

In some cases, we may charge a fee for access, but in no cases will we charge you a fee for applying for access.

We are not required to provide access where:

- the information relates to existing or anticipated legal proceedings between ourselves and an individual, and the information would not be accessible by the process of discovery in those proceedings;
- where denying access is required or authorised by law; or
- providing access would be unlawful.

Changes to this Statement

This Privacy Policy is not a static document, we may make changes to this Privacy Policy from time to time for any reason. We will publish these changes on our website and encourage you to check our website periodically to ensure that you are aware of Rigby Cooke's current privacy policy.

Complaints and Contacting Us

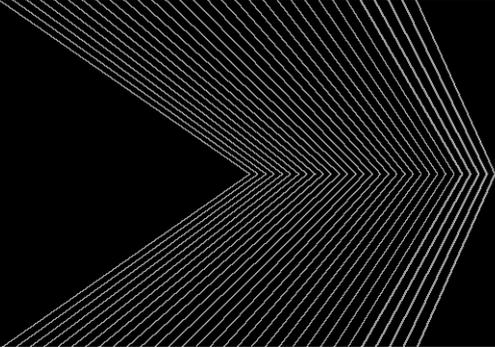
If you have a complaint about our collection, use or disclosure of your personal information, or you wish to make a complaint about a breach of the Australian Privacy Principles, please contact our Marketing Department at the details set out below.

Please set out details of your complaint and your contact details. Our Marketing Department will contact you to acknowledge your request and ask for any other applicable information. Our Marketing Department will then investigate the issue and advise you in writing of the outcome.

You can also make a complaint to the Office of the Australian Information Commissioner. Further information is available at www.oaic.gov.au.

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If you would like further information regarding this Privacy Policy, if you have concerns about the information that we currently hold about you, or any aspect of this Privacy Policy, please contact our Marketing Department as follows:

Telephone	+61 3 9321 7888
Email	marketing@rigbycooke.com.au
Post	Marketing Department Rigby Cooke Lawyers GPO 4767 Melbourne VIC 3001 AUSTRALIA

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