

PRIVACY POLICY

Welcome to Legal Counsel & Co, a division of Prosper Law Pty Ltd (ABN 65 659 996 719) (**Legal Counsel & Co**).

We respect our clients and website visitors' right to privacy. We are committed to complying with the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

In the course of our business in Australia, the collection of personal information is an important step in providing our services and communicating with you. This policy sets out how we collect and treat your personal information.

By visiting or using our website at <https://legalcounselco.com> (**Website**) and providing personal information to us, you agree to the collection, storage, usage and disclosure of your personal information by Us in the manner described in this Privacy Policy.

What personal information do we collect?

Legal Counsel & Co will, from time to time, receive and store personal information that you enter directly into our Website through the enquiry form or those you have given to us in other ways, including by phone or email.

The personal information we may collect from you includes, but is not limited to your:

- **Personal Contact Information:** This includes your billing and delivery addresses, email, and phone numbers.
- **Client Identity:** This includes basic information like your full name, date of birth, gender, job title, and a photo ID.
- **Financial Information:** This includes your bank account and card details, if necessary to your matter.
- **Profile:** This includes the information you've shared on social media, and your interests, preferences, feedback, and survey responses.
- **Background Verification Data:** This includes your passport number, driver's license number, and other details we need to comply with laws and provide our services.
- **Sensitive Information:** This is a special category of personal information that could have serious consequences if misused. It includes details about your health, race or ethnicity, political opinions and affiliations, religious beliefs, philosophical beliefs, union membership, sexual preferences or practices, criminal records, genetic information, and any other sensitive information required by law or necessary to provide our services. We may collect this information in various situations, such as during a background check, when reviewing your CV, or when providing legal services. However, we only collect this information with your consent, unless the Privacy Act permits otherwise. This information gets extra protection to ensure your privacy and safety.
- **Transactions:** This includes details about payments between us and services you've bought from us or from another person.
- **Technical and Usage information:** This includes your IP address, login data, browser session and location data, device and network info, page views and sessions, search queries, browsing behaviour, and info about your use of our website.
- **Marketing and Communications Data:** This includes your preferences in receiving marketing from us and our third parties and your communication preferences.

The collection of this information is important to enable us to send information and provide updates on the progress of your matter. Additionally, we may also collect other personal information you provide while interacting with us.

Where possible, we will only collect the personal information required to provide the legal service you bought from us, or as required to meet our professional and legal obligations.

How and when do we collect your personal information?

We will collect information whenever it is reasonable and practicable which will be made in several ways, but is not limited to the following:

- **Website information entry:** This is when you give us information directly through our website's enquiry form, ask for legal services, or ask for our help via email, or phone.
- **Indirect Information collection:** We may also collect additional information at other times, when you provide information about your personal or business affairs, change your email preferences, respond to surveys and/or promotions, or communicate with us.
- **Third party sources:** This includes information collected from professionals who act or have acted for you, such as your accountant or doctor, barristers and other solicitors, and professional advisors or agents for individuals whom we act for.
- **From publicly available sources:** We get personal data from public resources like the Australian Securities and Investment Commission (ASIC), paid search providers, professional networking sites like LinkedIn and government departments or agencies.

We will obtain your consent before contacting any third party for the purposes of collecting your personal information except in circumstances where it is unreasonable or impractical to do so, in which case we shall advise you as soon as reasonably practicable after that information has been collected.

If you give us personal information about other people (like your family members or employees), we rely on you to tell those people that you're sharing their information with us. We also expect you to let them know about this Privacy Policy and how they can find a copy of it. Lastly, make sure you have authority to share their information with us.

Why do we collect your personal information?

We may collect, hold, and use your personal information to:

- provide you with our legal services.
- help us run our business, including meeting any legal requirements.
- analyse our services and what our customers need so we can improve or develop new services.
- contact you, for testimonials, surveys, and feedbacks.
- inform our internal record keeping, administrative, invoicing, and billing purposes.
- operate and improve our website, services, and associated social media platforms, including for analytics, market research, and business development.
- send you promotional information about our services and experiences.
- comply with our legal obligations.

How do we disclose your personal information?

We do not and will not sell or deal in personal information or any client information.

We may disclose your personal information to any of our employees, officers, and professional advisers. We will only do this to the extent it is reasonably necessary to provide our services to you.

We may from time to time need to disclose personal information to comply with our legal obligations.

We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of **Legal Counsel & Co**, our website, our clients, or third parties.

By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Privacy Policy regarding handling your personal information.

How do we secure your personal information?

We will take reasonable steps to keep your personal information safe and secure, whether it's stored electronically or in hard copy. We use things like access-controlled premises, logins and passwords, and confidentiality obligations for staff. We will also take reasonable steps to destroy any personal information we no longer need and make sure only authorised people can access information on our computer systems.

However, we can't guarantee the security of your personal information. We store and process your personal information on our third party servers, which are located in various places around the world. These measures are designed to reduce the risk of loss, misuse, unauthorised access, disclosure, and alteration, but they can't completely eliminate these risks. By using our services, you're agreeing to the transfer, storage, and retention of your information on these servers.

The transmission and exchange of information is done at your own risk. We can't guarantee the security of any information that you send to us or receive from us. Although we take measures to protect against unauthorised disclosures of information, we can't assure you that personal information we collect won't be disclosed in a way that's inconsistent with this Privacy Policy.

You're not allowed to engage in spam, spyware, or spoofing activities, whether they're directed towards us or other users of our services. You're not allowed to use our Website or social media profiles to send, upload, or distribute spam, viruses, or malicious, illegal, or prohibited content to the Website or send content that would break our Privacy Policy.

We may take steps (or hire a third-party service provider to take steps) to scan and filter messages to check for spam, viruses, phishing attacks, and other malicious activity or unlawful or content prohibited by this Privacy Policy.

What rights do you have in relation to your personal information?

You have the right to access your personal information and require us to correct any of your personal information.

How can you access your personal information?

You may request details of personal information that we hold about you by emailing us at counsel@legalcounselco.com.

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

Changes to privacy policy

We reserve the right to amend this Privacy Policy at any time by posting the amended terms on the Website. All changes made are effective immediately upon publishing them to our website. Please ensure you review our Privacy Policy regularly whilst using our website and services.

Cookies and Pixels

A cookie is a small file placed in your web browser that collects information about your web browsing history. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any Personal Data (for example: name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our Website.

Our Website uses cookies to analyse website traffic, provide social media sharing and liking functionality and help us provide a better website visitor experience. In addition, cookies and pixels may be used to serve relevant ads to website visitors through third party services such as Google Adwords and Facebook Adverts. These ads may appear on this Website or other websites you visit.

External Links

Our Website has links to other websites. We include these links to make things easier for you, but we can't guarantee they'll always be up-to-date or maintained.

We don't control those websites and we're not responsible for protecting any personal information you give while visiting those Websites. Our Privacy Policy doesn't apply to those websites, so we recommend you read them before using those websites.

How do we handle data breaches?

A data breach occurs when personal information is lost, misused or was accessed, used, changed, or shared without permission. We have established a system to deal with data breaches. This system guides our staff on what to do if there's a data breach, assigns a team to handle data breaches, sets out a strategy for dealing with data breaches, explains how we'll notify affected people, the Privacy Commissioner, and other relevant parties, and outlines how we'll review things to prevent future data breaches.

If we think your personal information has been involved in a data breach and there's a risk of serious harm to you, we'll take reasonable steps to let you know. We'll also notify the Privacy Commissioner if we think the data breach could result in serious harm to you. We might also let other third parties know about a data breach if it's appropriate.