



PRIVACY POLICY

GIBSON HOWLIN LAWYERS PTY LTD

Gibson Howlin Lawyers Pty Ltd (**GHL**), is committed to complying with the *Privacy Act 1988* (Cth) (**Privacy Act**).

This privacy policy sets out how GHL collects, uses, stores and discloses personal information.

The Privacy Act contains exemptions and permitted general situations in relation to certain acts undertaken, including in relation to employee records, legal claims and litigation and related bodies corporate. Where appropriate, we make use of relevant exemptions in the Privacy Act.

Our Privacy Policy may be amended from time to time and any updated version of our Policy will be published on our website- www.ghl.au.

What personal information does GHL collect?

Personal information includes information or an opinion (whether true or not) about an identified or a reasonably identifiable individual.

We may collect your personal information where:

- you enquire about or instruct us to provide legal services to you, your employer, organisation or other representative;
- we have other legal or business dealings with you or an organisation related to you (eg if you are involved in a corporate transaction or are otherwise related to or employed or engaged by an acquisition target, counterparty, regulator, referrer of work, supplier or a philanthropic or community organisation);
- you are an employee, partner, contractor or office holder of GHL;
- you subscribe to or use one of our online services, newsletters, mailings lists or visit our website;

- you register for or attend one of our events, seminars or webinars; or
- you enquire about or apply for a employment at GHL.

The types of personal information we may collect include:

- general, personal or business details such as your name, job title, contact number, address and email address;
- if you are a current or former employee, contractor, partner or office holder, other information as necessary and relevant to your employment, including emergency contact details, information about remuneration and benefits and information about your performance, training and development;
- if you are a current or potential client, or employed or engaged by one, and identification information for regulatory purposes;
- your or your organisation's financial or billing information, such as billing address, bank account, payment and credit card details;
- your marketing and communication preferences;
- information to identify the devices and IP addresses and ISPs you use to access our website or online services;
- user names and passwords where they are required on our website or for access to our systems as part of our legal services; and

How do we collect your personal information?

We generally endeavour to collect your information directly from you by way of client detail forms, questionnaires, emails, face to face meeting and during telephone conversations.

However, in some circumstances we may collect your information from third parties, such as:

- your employer or contracting agency, your business contacts or other organisations that you deal with, accountant, agent, regulatory or credit reporting agencies, a supplier or from a publicly available record;
- Third party Verification of Identity (VOI) providers or
- where you apply for a role with us, from recruitment consultants, your previous employers, universities, program providers and others who may be able to assist us in our decision as to whether to offer you employment.

Why do we collect, use and disclose your personal information?

We may use your information to:

- provide our services and products to you and your organisation;
- identify and develop new services and products you, your organisation or our clients may be interested in;
- conduct, monitor and analyse our business operations;
- send you legal updates and insights, marketing and event details and new service or product offerings (however, if you do not want to receive marketing emails from us, you can opt out at any time using the contact details set out below, or unsubscribe at this link)
- perform analytics on matter management, financial performance and engagement at our events and with our online resources;
- comply with applicable laws and our other regulatory, accounting, reporting and professional obligations including our obligations under the *Legal Profession Uniform Law Solicitors Conduct Rules 2015*;
- comply with court orders and to protect, exercise or defend our legal rights; and,
- process and respond to your requests, enquiries or complaints.

We are also bound to our clients by professional obligations of confidentiality and legal professional privilege. GHL will continue to treat and protect all client information we receive (including any personal information) in accordance with these professional obligations.

To whom do we disclose your personal information?

We may disclose your personal information to:

- our clients, where we have collected your personal information for the purposes of providing services to our clients;
- Parties related to a matter you have with GHL, government authorities and service providers as are required to carry out your instructions;
- Our marketing provider for the purposes of producing marketing materials such as newsletters;
- barristers, legal consultants and other specialists in relation to your matter;

- our suppliers, contractors and agents from time to time that provide services to us or help us to provide and market our services to you, including storage, auditing, accounting, business consulting and website and technology services;
- Lawcover;
- specific third parties authorised by you to receive information held by us; and
- other persons, including government agencies, regulatory bodies, law enforcement agencies and courts and as otherwise required or authorised by law.

Some of the third parties we engaged as service providers may be outside the jurisdiction of Australia. We may also disclose personal information to overseas recipients in matters where related parties in the transaction, or beneficiaries, reside outside of Australia.

Using our Website and Cookies

We may collect and store information about your use of our website, such as which pages you visit, the time and date of your visit and the IP (internet protocol) or MAC (media access control) address assigned to your device.

We and our ISP also collect information such as the pages you access on our website, the documents you download, the amount of time you spend on a page or viewing a webinar, which links you use to access our site and the type of device and browser you use. This information is used to improve the services we offer you, for website development and functionality purposes.

We may also use cookies to collect information about your activity on our website so that we can send you information we think may be of interest to you.

When cookies are used on this site, they store information about your visit, which may include a unique identifier or value to indicate whether you have visited a webpage. We may use this to identify you when you engage with our website more than once.

Most internet browsers are set up to accept cookies. If you do not wish to enable cookies, you may be able to change the settings of your browser to refuse all cookies or to notify you each time a cookie is sent to your computer.

If you click through to our website from any insight, invitation, legal update or other email or message we send to you, we may identify and collect information relating to your subsequent and previous use of our website, such as which pages you visit and for how long.

We will hold that information. If you do not want to receive marketing emails from us, you can opt out at any time using the contact details set out below or unsubscribe.

How do we store and keep your information secure?

We may hold your personal information in either electronic or hard-copy form.

We use a variety of physical and electronic security measures to keep your personal information secure from misuse, interference, loss or unauthorised access, use or disclosure. For example, we restrict physical access to our offices, have secure safe custody on site and offsite, employ firewalls, secure databases, password protect our IT systems, frequently update our anti-virus software, use cyber security services and conduct regular audit and data integrity checks. We employed IT professionals to assist us in operating our security measures.

All of our employees are also bound to keep your personal information secure and treat it as confidential.

However, we cannot guarantee the security of your personal information. The internet is not a secure environment. If you do use the internet to send us any information, including your email address, please be aware that it will be sent at your own risk.

Our websites and electronic communications may contain links to other websites operated by third parties. Unless expressly stated otherwise, GHL is not responsible for the privacy practices or the content of those linked websites. We encourage individuals to read them before using those websites.

We will update, retain and delete your data in accordance with our policies and procedures, applicable laws and, where applicable, your instructions.

Accessing or correcting your personal information

You have rights under the Privacy Act and *Spam Act 2003* (Cth) to:

- request access to personal information we hold about you;
- ask us to update or correct any information that is inaccurate, incomplete or outdated; and
- opt out of receiving direct marketing communications from us.

You can do any of these things by contacting our office.

If you request access to your personal information or ask us to correct or update information about you, we may need to verify your identity.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information or a request from you to access or

correct your personal information, you can contact us using the details set out below. Please include your name, email address and telephone number and clearly describe your complaint.

Any complaint will be investigated by our office and the outcome of that investigation will be communicated to you as soon as we can do so.

If you are not satisfied with the outcome of any internal investigation we conduct, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at enquiries@oaic.gov.au or on 1300 363 992. More information is available on the OAIC's website at <https://www.oaic.gov.au/>.

Contact Details

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Managing Director

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