



Zed Legal Australia Privacy Policy

This Privacy Policy applies to the services offered by Zed Legal (Australia) Pty Ltd ACN 635 789 374 as trustee for the Zed Legal (Australia) Unit Trust trading as Zed Legal Australia ABN 54 663 268 238 ("ZLA").

Effective Date: 1 January 2022

This Privacy Policy may be amended, updated, reviewed or changed in ZLA's sole discretion. Any revision will be posted on ZLA's website and will show a new effective date.

1. Our Commitment

ZLA complies with the *Privacy Act 1988* (Cth) (as amended from time to time) and is committed to protecting your privacy and any Personal Information it collects. The purpose of this policy is to explain how ZLA may collect, use, disclose and otherwise handle personal and Sensitive Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>

Providing Personal Information is an act of trust and it is taken seriously. Unless given consent to do otherwise, ZLA will only collect and use Personal Information as set out below.

2. Collection of your information

We only collect personal information that is necessary for us to carry on our business functions. The information we collect depends upon the nature of our dealings with you. We will normally collect directly from you any information we have about you, but we may also obtain this information from a third party acting on your behalf, such as an agent, power of attorney, lender or mortgage broker.

The types of Personal Information ZLA may collect includes, but is not limited to, the following:

- full name
- contact details
- age/date of birth

- occupation
- employment/study details
- emergency contact details
- payment information (for example debit/credit card details or bank account details)
- payment history
- public accessible bankruptcy information
- your identification documents which may include your image
- audio and/or audio-visual recordings of your discussions/meetings with us

CCTV Cameras and Surveillance

For the safety and security of staff, ZLA may use CCTV cameras to take images or videos within its offices.

Only authorised staff can access these recordings.

ZLA may disclose images or videos of a specific event to a relevant police authority, or subject to a legal requirement such as a subpoena or search warrant, or otherwise in accordance with this Privacy Policy.

Tracking Technologies

No Personal Information is collected by ZLA when individuals visit our website, unless they chose to provide it to us (for example, by sending us emails through our website or signing up to our services).

However, we may collect certain data that does not identify individuals (sometimes called “web log information”) when they visit certain pages (such as the type of browser and operating system they have).

We may also use “cookies” which are small files that are stored on a computer and that manage the security and navigation process of the site. Users can choose to block these cookies but some portions of the site may not function correctly if they do. This type of data is collected for statistical purposes only, and while cookies will identify a computer, they are unlikely to identify users personally.

3. Use and disclosure of your information

We will only use your personal information for the reasons we collected it or for other reasons that you have consented to.

Unless we have first obtained your consent, the reasons for disclosure and the parties to whom we might disclose to will be reasonably apparent to you when we collect your information. Our use and disclosure of that information will only be for our business activities. Any other use or disclosure we make of your personal information will only be as required by law or permitted by the *Privacy Act 1988*.

If you provide us with a review of our services, we may reproduce that review (including with your identifying information such as your name) in marketing our services.

By submitting information to us or by otherwise accessing or using our website, social media or our services, you consent to ZLA using and disclosing your Personal Information in the ways described in this Privacy Policy.

Payment Processing

We use Stripe Payment Australia Pty Ltd for the processing of our payments. You agree to the Privacy Policy of Stripe, which may be amended from time to time, in relation to the processing of payments. A copy of Stripe's Privacy Policy can be accessed here:

<https://stripe.com/au/privacy>

4. Integrity & security of data

We will take all reasonable steps to:

- make sure that the personal information we collect, use or disclose is accurate, complete and up to date;
- protect the information from misuse, loss or unauthorised access, modification or disclosure both physically and through computer security methods; and
- destroy or permanently de-identify the information if it is no longer needed for any purpose.

Updating your Personal and Sensitive Information

You are required to ensure that your Personal Information is current. Please email us at hello@zed.legal to update any of the information we hold on record for you.

All reasonable steps will be taken to delete the information requested, except where retention is required by law. Deletion of information may mean that ZLA is no longer able to provide services to you.

ZLA may refuse your request to access Personal Information in its sole discretion provided it has a reasonable reason to do so.

The Storage of Data

ZLA will take all reasonable steps to keep secure information that it stores. Data may be made up of digital and hardcopy documents.

Cross-border Disclosure of Personal Information

Our software providers may store information in servers located in other areas (outside of Australia). We may need to disclose Personal Information to third-party software providers as part of providing you with our services. In doing so, your data may be transferred and stored in servers overseas.

Marketing by us

We may on occasion send you marketing material relating to our products and services. You opt in to receive these when signing up for our services. However, you

can opt out at any time by either clicking the appropriate 'unsubscribe' button on the email you receive, or by emailing us directly at hello@zed.legal

Third-party sites

If ZLA provides links to any other websites, you acknowledge that ZLA does not have control of these websites and is not responsible for the management of your information from your use of those websites. You should refer to each of their corresponding Terms and Conditions and Privacy Policy to understand how that third party will deal with your information.

ZLA takes Privacy very seriously

If at any time you have any queries, concerns or suggestions for us, or would like to make a complaint relating to the steps ZLA has taken to protect your information, we encourage you to contact us. We take all submissions seriously and will investigate any complaints received and do our best to resolve them as soon as possible.

Your contact should be in writing by email to hello@zed.legal

If you are not satisfied with the outcome of our investigation, we welcome you to contact the Office of the Australian Information Commissioner.