

Privacy Policy

Meridian is committed to protecting the privacy of personal information provided to us, or otherwise collected by us, offline or online, including through our Website.

This Privacy Policy explains how we handle your personal information, including the collection, storage, use and disclosure of your personal information, how you can access and correct the personal information that we hold about you, provide us with feedback, and make a complaint.

This Privacy Policy should be read in conjunction with our website [Terms of Use](#). If you would like to learn more about our client confidentiality obligations, please contact us using the details provided in section 13 below.

Meridian Lawyers is bound by the *Privacy Act 1988* (Cth), which sets out a number of principles concerning the privacy of individuals. If you are an individual based in, or resident of, the European Union or United Kingdom, we will comply with the principles of data protection set out in the GDPR for the purpose of fairness, transparency, and lawful data collection and use.

In this Privacy Policy:

- (a) “**GDPR**” means the General Data Protection Regulation
- (b) “**personal information**” includes information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified living individual or an individual who is reasonably identifiable
- (c) “**sensitive information**” is a subset of personal information which includes bank account/payment, criminal history, health information, religion, racial/ethnic origin or sexual orientation
- (d) “**we**”, “**us**” and “**our**” means Meridian Lawyers Limited ABN 18 108 546 774
- (e) “**Website**” refers to our website at meridianlawyers.com.au, and
- (f) “**you**” and “**your**” refers to any individual that shares personal information with us by any means or for any reason.

What personal information do we collect?

The types of personal information we may collect about you include:

- (a) your name
- (b) contact information, such as your job title, email address, mailing address, street address, telephone number, mobile phone number
- (c) your age and/or date of birth
- (d) your billing or financial information such as data necessary for processing payments and fraud prevention, including credit/debit card numbers, security code numbers and other related billing information

- (e) your employment and professional information provided in relation to your contractual relationship with Meridian or voluntarily provided to us and including instructions given, payments made, requests and projects with which you are associated
- (f) your access and use of our Website including through the use of Internet cookies to collect information about
 - (i) your browser session and geo-location data
 - (ii) the type of browser and operating system you are using
 - (iii) device and network information
 - (iv) statistics on page views and sessions
 - (v) acquisition sources
 - (vi) search queries
 - (vii) browsing behaviour
 - (viii) your communications with our Website
 - (ix) details of your Internet service provider
- (g) additional personal information that you provide to us, directly or indirectly, through your use of our Website, associated applications, associated social media platforms and/or accounts from which you permit us to collect personal information
- (h) public information collected from publicly available resources, integrity data bases and credit agencies
- (i) personal information relating to your preferences where it is relevant to services that we provide
- (j) details of your visits to our premises and attendance at Meridian or Meridian sponsored events, and
- (k) any other personal information requested by us and/or provided by you or a third party.

We may collect these types of personal information directly from you or from third parties, where it is necessary to do so.

Any data collected will be to the extent necessary and not excessive for its purpose.

If you are an individual who is based in or resident of Australia, the European Union or the United Kingdom, subject to applicable privacy laws, we will not process sensitive information about you unless we have received your explicit consent to the processing of that information, or if it is being collected subject to and in accordance with the GDPR. Circumstances where it may be necessary for us to collect your sensitive information would be for example:

- (a) In connection with the registration and facilitation of an event or seminar held by us, we may ask for information about your health for the purpose of identifying, catering for and being considerate of any disabilities or special dietary requirements you may have. Any use of such information is based on your consent. If you do not provide any such information about

disabilities or special dietary requirements, we will not be able to take any respective precautions.

- (b) From time to time we may request personal information about your membership of a professional or trade association or union or criminal records when relevant to legal services we provide to you.

You must not provide us with your personal information if you are under the age of 16 without the consent of your parent or someone who has parental authority for you. We do not knowingly collect or process the personal information of children.

How do we collect your personal information?

We may collect personal information about you in a number of ways, including

- (a) Directly from you when you provide personal information to us.
- (b) Indirectly from third parties. For example, your employer or insurer may provide us with information about you for the purpose of obtaining our services or we may collect personal information from your organisation, other organisations with whom your organisation is related or has dealings, government agencies, a credit reporting agency, an information or service provider or from a publicly available record.
- (c) When you or your organisation browse, make an enquiry or otherwise interact on our Website, or via any digital tools that we make available
- (d) When you attend a seminar or other event facilitated or sponsored by Meridian, or sign up to receive communications from us
- (e) When you or your organisation offers to provide or provides services to us, and
- (f) If you are a former employee and join our alumni network, we may collect and retain personal information such as your personal or onforwarding email address, current employment and basic details relating to your time with us.

Are you required to provide us with your personal information?

In general, you will provide us with your personal information voluntarily. You may be able to deal with us without identifying yourself (i.e. anonymously or by using a pseudonym) in certain circumstances. Examples include making a general inquiry relating to the services that we offer. However, there will be circumstances in which Meridian cannot take action without collecting some personal information required in order to progress your instructions or provide to you for example, our newsletters or undertake compliance screening. In such instances, we will not be able to provide you with the requested services without the provision of relevant personal information. If this occurs we will notify you accordingly.

Use of your personal information

We may hold, use and disclose personal information for the following purposes:

- (a) providing legal advice and services

- (b) managing and administering you or your organisation's business relationship with Meridian, including undertaking conflict searches to determine whether we can act for you or your organisation, administrative purposes, processing payments, to contact and communicate with you, accounting, auditing, billing and collection and support services
- (c) to enable you to access and use our Website
- (d) to provide you with marketing related communications, newsletters and subscription offerings that you have opted-in to receive. In each marketing interaction with us we will provide you with an opportunity to opt out from receiving any further marketing-related communications from us
- (e) compliance with our legal obligations such as for internal record keeping, compliance screening and recording obligations. For example, automated checks of your personal information against sanctioned party lists and contacting you to verify your identity for compliance purposes, such as anti-money laundering, financial and credit checks, fraud and crime prevention and detection purposes
- (f) for analytics, market or customer research and business development, including to operate and improve our Website, associated applications and associated social media platforms
- (g) to facilitate events and meetings
- (h) statutory and regulatory reporting
- (i) internal or external audit purposes
- (j) to comply with our legal obligations and resolve any disputes that we may have
- (k) protecting the security of and managing access to our premises (including for example the use of security cameras, IT and communication systems, online platforms) preventing and detecting security threats, fraud and other criminal and malicious activity
- (l) for insurance purposes
- (m) to consider your employment application, and
- (n) for any purpose related and/or ancillary to any of the above or any other purpose for which you were notified at the time your personal information was collected.

When you visit our Website, we collect the following non-personally identifiable information via Google+ Analytics, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Website, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering relevant content to you while you are using our Website.

If you are an individual based in or resident of the European Union or United Kingdom, we will only collect, use and share your personal information where we are satisfied that we have an appropriate lawful basis to do so. We will make sure that we only use your personal information for the purposes set out above and where we are satisfied:

- (a) we need to use your personal information to fulfil a contractual obligation
- (b) we need to use your personal information to comply with a legal or regulatory obligation

- (c) we need to use your personal information for our legitimate interest as a commercial organisation. For example, we may collect your personal details so that we can respond to an enquiry submitted via our Website. In all circumstances, we will look after your information in a way that is proportionate and respects your privacy rights, or
- (d) we have your consent to using your personal information for a particular activity.

Sharing of your personal information

We may disclose personal information to:

- (a) third party service providers for the purpose of enabling them to provide their services, including (without limitation) barristers or other legal specialists (including mediators) or experts and consultants engaged in your matter, IT service providers, data storage, archiving, web-hosting and server providers
- (b) our employees, contractors and/or related entities for the purpose of providing the requested legal services
- (c) companies, financial institutions, credit reporting agencies and regulatory bodies providing services for money laundering checks, credit risk assessment and other fraud and crime prevention purposes
- (d) courts, tribunals and regulatory authorities, in the event you fail to pay for services we have provided to you
- (e) courts, tribunals, regulatory authorities and law enforcement officers or other parties, where it is necessary to establish, exercise or defend a legal or equitable claim, in connection with any actual or prospective legal proceedings
- (f) third parties to collect and process data, such as Google Analytics. This may include parties that store data outside of Australia
- (g) any third party we assign or novate any of our rights or obligations to, and
- (h) third parties on a confidential basis for the purpose of collecting feedback on the firm's services, to help us measure our performance and to improve and promote our services.

Where we disclose your personal information to third parties, we will request that the third party handle your personal information in accordance with this Privacy Policy. Those parties will only be given access to the personal information they need to deliver the relevant service.

Nothing in the Privacy Policy prevents us from using and disclosing to others de-identified aggregated data that is no longer considered personal information.

Storage and Security

We are committed to ensuring that the personal information we collect and process is safe and secure. Personal information may be kept on our technology storage systems, those of our contractors or suppliers, or in paper files. In order to minimise the risk of unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure personal information and protect it from misuse, interference, loss and

unauthorised access, modification and disclosure. We require our suppliers and third parties to implement appropriate safeguards such as contract terms and access restrictions, to protect information from unauthorised access, use and disclosure.

We cannot guarantee the security of any information that is transmitted to or by us over the Internet. The transmission and exchange of information is carried out at your own risk. Although we take measures to safeguard against unauthorised access to or disclosure of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

Does Meridian disclose your personal information overseas?

We do not disclose or store your personal information overseas.

If you choose to provide Meridian with personal information, you are consenting to the collection, use and disclosure of that information and to the transfer of that information to our servers in Australia.

If our data handling practices change and your personal information is intended to be sent outside of Australia, we will require your consent before doing so and will only disclose your personal information to overseas recipients where we have taken reasonable steps to ensure that the overseas recipient does not breach the Privacy Act in relation to your personal information. We will, where practicable, advise you of the countries in which any overseas recipients are likely to be located.

How long do we retain your personal information for?

Your personal information will be deleted or de-identified (as is deemed appropriate) when it is no longer reasonably required for the purposes set out in section 0 above or you withdraw your consent (where applicable) and we are not legally required or otherwise permitted to continue storing such data. We will, in particular, retain your personal information where required for Meridian to assert or defend against legal claims until the end of the relevant retention period or until the claims in question have been settled.

Accessing Your personal information

You are entitled to request access to your personal information that we hold about you, subject to exceptions allowed by law. If you would like to do so, please contact us using the details provided in section 0 below. For security reasons and to prevent unauthorised disclosure of your personal information we may require you to put your request in writing and/or request that you verify your identity by providing us with a valid means of identification.

We may charge a fee for searching for, and providing access to, your Personal Information on a per request basis. These charges will be limited to the cost of recouping our expenses for providing you with the requested information.

We will always endeavour to meet your request for access within a reasonable time and in the manner requested by you, if it is reasonable to do so. However, in some circumstances we may decline a request for access or correction of your personal information. We will give you written reasons for our decision when we respond to your request. If you have any concerns about the refusal, please contact us using the details provided in section 0 below.

You may also have a right to restrict, or object to, the processing of your Personal Information in certain circumstances, for example, if you are a resident of the European Union.

Accuracy, access and correction of the personal information we hold about you

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. You can help us to do this by letting us know if you notice errors or discrepancies in information we hold about you and letting us know if your personal details change. We will respond to your request within a reasonable period and take reasonable steps to amend our records. In the event that we disagree with the changes you have requested to your personal information, we will give you written reasons for our decision and note on your records that you disagree with our decision.

We will not be responsible for any losses arising from any inaccurate, unauthentic, deficient or incomplete personal information that you provide to us. We may ask you to verify your identity before acting on any of your requests.

If you are an individual based in, or resident of, the European Union or United Kingdom, there are additional rights available to you. We will comply with those rights. Except as otherwise provided in the GDPR, you have the following rights:

- (a) to be informed how your personal information is being used
- (b) access your personal information (we will provide you with a copy of it free of charge)
- (c) to correct your personal information if it is inaccurate or incomplete
- (d) to delete your personal information (also known as "the right to be forgotten")
- (e) to restrict processing of your personal information
- (f) to retain and reuse your personal information for your own purposes
- (g) to object to your personal information being used, and
- (h) to object against automated decision making and profiling.

Please contact us at any time using the contact details in section 0 below to exercise your rights under the GDPR. We may ask you additional information to confirm your identity for security purposes before disclosing any personal information to you.

Complaints

If you wish to make a complaint about a breach of this Privacy Policy or of any applicable privacy laws, you can contact us using the details provided in section 0 below. You will need to provide us with sufficient details regarding your complaint. We will promptly investigate your complaint and respond to you, in writing, setting out the outcome of our investigation and the steps we will take to deal with your complaint.

If you are dissatisfied with our response, you may contact the Office of the Australian Information Commissioner (**OAIC**). The OAIC can be contacted by telephone on 1300 363 992, by email enquiries@oaic.gov.au or by using the contact details on the OAIC website.

How to contact us

If you have any questions about this Privacy Policy or wish to submit a complaint about how we handle your personal information, or wish to gain access to, correct or update, your personal information, please contact us by any of the following means:

Post: Attention Managing Director
Meridian Lawyers
Level 16, 25 Martin Place,
SYDNEY NSW 2000

E-mail: privacy@meridianlawyers.com.au
Telephone: +61 2 9018 9999

Changes to this Privacy Policy

We reserve the right to make amendments to this Privacy Policy at any time to accurately reflect any changes to the way in which we process your personal Information or as a result of changing legal requirements. We will post any changed Privacy Policy on our Website and the changes will take effect as soon as they are posted on the Website.

Last updated: May 2023