



Lewis Holdway Pty Ltd  
ACN 117 414 132  
ABN 76 099 695 279

L2, 91 William Street  
Melbourne  
Victoria 3000

PO Box 138  
Collins Street West  
Victoria 8007

DX 650 Melbourne  
T > [+613] 9629 9629  
F > [+613] 9629 9630  
W > [www.lewisholdway.com.au](http://www.lewisholdway.com.au)

# Lewis Holdway

L A W Y E R S

## **POLICY**

### **Privacy**

This is the privacy policy of Lewis Holdway Pty Ltd (ABN 76 099 695 279) (“we, us, our”).

We value your privacy and are committed to ensuring that we collect, use, hold and disclose your personal information in accordance with the *Privacy Act 1988* (Cth).

This privacy policy may be updated from time to time by us as our business changes and if laws or regulations change.

Our most recent policy is available on our website at:

<https://www.lewisholdway.com.au/privacy-policy/>

### **How do we collect your personal information?**

We collect your personal information directly and indirectly.

We may collect personal information from you directly if you:

- Contact us (via mail, phone, email or website enquiry including use of our virtual assistant). We may keep a record of your correspondence with us.
- Sign up to our online mailing list.
- Fill out a new client form or contact inquiry form.
- Comment or interact with us on our social media accounts.
- Purchase our services.
- Provide feedback in relation to our services.
- Interact with us through marketing and business development events.

We may collect information about you from a third party where necessary to provide you with services or from referrals.

We may also collect personal information about you when you use and access our web sites through the use of “cookies”. A cookie is a small text file that the website may place on your computer. Cookies may be used, among other things, to track the pages you have visited, to remember your preferences and to store personal information about you.

You can adjust your internet browser to disable cookies or opt to be warned when cookies are being used. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved web site experience that cookies offer.

When you visit our website, our web servers may record other information about or relating to you, such as the time and date of your visit or the IP address assigned to the computer you are using to access the website. In many cases, we cannot and do not use this information to identify you personally – rather, we simply use this information to track and improve the performance of the websites.

### **How do we hold your personal information?**

We will take reasonable steps to protect your personal information while it is in our control, but please be aware that despite our best efforts, no data security or other measures can guarantee 100% security.

We keep the personal information you provide to us:

- If it is in hardcopy form, in secure buildings with secure systems and processes.
- If it is in electronic form, in secure systems protected by passwords, virus protection software and firewalls.

Certain personal information about you may be linked with other information about you. Only our authorised officers can access your personal information and our databases are protected by passwords.

We will take reasonable steps to de-identify or destroy your personal information if we no longer require it. This includes requesting that any backup copies of information held by third parties are returned to us, de-identified or destroyed, and taking steps to ensure that this has occurred.

### **How do we use your personal information?**

We collect your personal to:

- Provide you with services.
- Improve our business operations and services.
- Send you marketing or advertising material about our services.
- Notify you about changes or updates to our services.
- Confirm your identity.
- Manage and respond to any complaints or queries you have in relation to our services.
- Comply with laws and regulations.
- Any other purpose permitted or required by law

### **Do we disclose your personal information?**

We do not sell your personal information to third parties.

We may disclose your personal information to the following persons:

- Sub-contractors or other service providers for provision of services.
- Service providers that facilitate our marketing and advertising campaigns and host our servers.
- Billing providers to facilitate collection of payment from you.
- Our professional advisers (e.g. lawyers, accountants, financiers) in connection with receiving advice from them.
- A debt collection agency in connection with recovery of any debts owed to us by you.
- Any related body corporate of us in connection with the supply of our services and operation of our business.

We may also disclose your information where required or permitted by law to do so or to comply with a request from a government or regulatory agency.

We do not disclose your personal information overseas.

### **What kinds of personal information do we collect?**

In the course of providing our services (or for other activities associated with providing our services), we may collect the following kinds of personal information (information that personally identifies you):

- Your full name and/or former name.
- Date of birth.
- Gender.

- Marital status.
- Residential address or previous two residential addresses.
- The name of your employer or last known employer.
- Driver's licence number or other identification information.
- Email address.
- Information about any real property owned by you.
- Information made available to us by you via our social media account services (Facebook, YouTube, Google+, twitter, LinkedIn and any similar service).
- Information about your credit or trading history.
- Your transaction and repayment history with us.
- Banking details.
- Information about any of your legal matters.

We may also collect certain types of sensitive information from you if you access our services, being:

- Your race or ethnic origin.
- Religious beliefs or affirmations.
- Sexual orientation or practices.
- Information about your health.
- Details of any criminal record.

We only collect your sensitive information with your consent, and where that information is reasonably necessary for us to provide the services to you.

### **Third party websites**

Our website may contain links to other websites. These links are provided solely for your convenience. If you submit personal information to or via any linked website, the privacy principles applying to that information are outside our control. You should check the privacy statement of the linked website before submitting information to or via that site.

### **Anonymity**

You may deal with us by using a pseudonym, or by remaining anonymous.

However, if you use a pseudonym or remain anonymous, we may not be able to provide you with our services or handle your enquiries or complaints to the fullest extent.

We may also be required by law to identify you when we supply you with services.

### **How do you access, update and correct your personal information?**

If you would like to access, update and correct any personal information held by us about you, please contact:

**Office Manager**

[reception@lewisholdway.com.au](mailto:reception@lewisholdway.com.au)

(03) 9629 9629

PO Box 138, COLLINS STREET WEST VIC 8007

**What happens if you have a complaint about the way we have handled your personal information?**

If you have a complaint about the way we have handled your personal information, please contact us in writing by post or email with full details of the circumstances giving rise to the complaint:

**Office Manager**

[reception@lewisholdway.com.au](mailto:reception@lewisholdway.com.au)

(03) 9629 9629

PO Box 138, COLLINS STREET WEST VIC 8007

We will endeavour to resolve your complaint within 30 days of you contacting us in writing.

If you consider that we have not adequately resolved your concerns within that time, you may contact the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)):

Phone: 1300 693 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Post: GPO Box 5218, SYDNEY NSW 2001