

## 1. WE RESPECT YOUR PRIVACY

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Loyalty Legal is a small business operator and as such the *Privacy Act 1988* and the *National Privacy Principles* (and the *Australian Privacy Principles* when introduced) do not apply to Loyalty Legal.

Despite that, Loyalty Legal respects your right to privacy and this policy sets out how we intend to collect and treat your personal information.

Broadly speaking “personal information” is information we hold which is identifiable as being about you.

## 2. WHAT PERSONAL INFORMATION WE COLLECT

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We may collect the following types of personal information about you:

- name
- address
- phone number
- email address
- fax number
- information about the services you or your employer have requested
- information from enquiries you or your employer have made
- information in communications between us or with your employer
- information about you we have collected in the course of providing legal services
- your credit card information
- your job title, qualifications, expertise and interests

## 3. HOW WE COLLECT YOUR PERSONAL INFORMATION

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We collect personal information from you in a variety of ways, including when you interact with us electronically or in person; when we provide our services to you or your employer; from your employer or from our client; and potentially when you access our website.

## 4. USE OF YOUR PERSONAL INFORMATION

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We use your information to provide our service to you and/or our client. We also use it to improve our service and to notify you and/or our client of opportunities or things that we think you might be interested in, including by direct marketing.

We do not provide your information to third parties, except that we may provide your information to our business partners, contractors and service providers who assist us in the provision of our services (including the services referred to in the previous paragraph) to you and/or our client.

## 5. LIABILITY

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Subject to applicable laws, we are not liable for any unauthorised access to your personal information.

## 6. ACCESS TO YOUR PERSONAL INFORMATION

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We would be grateful if you keep up to date the personal information we obtain from you. You can access and update your personal information by contacting us on [info@loyaltylegal.com.au](mailto:info@loyaltylegal.com.au) We may charge a reasonable administration fee for this access.

## 7. COMPLAINTS ABOUT PRIVACY

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If you have a complaint about our privacy practices, please feel free to send details of your complaint to [info@loyaltylegal.com.au](mailto:info@loyaltylegal.com.au) We will endeavour to respond promptly.

## 8. CHANGES

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Please be aware that we may change this Privacy Policy in the future. The revised versions will be uploaded onto our website, so please check back from time to time.

## 9. WEBSITE

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When you come on to our website we may collect certain information such as browser type, operating system, website visited immediately before/after coming to our site, etc. This information may be used to analyse how people use our site, and to improve our service.

## OUR CONTACT DETAILS

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Loyalty Legal Pty Ltd ABN 47 162 739 139

Suite 604, Level 6, 267-277 Castlereagh Street,  
Sydney NSW 2000

PO Box 6349, North Sydney NSW 2059

**P:** +61 2 9405 5595

**F:** +61 2 4044 0103

**E:** [info@loyaltylegal.com.au](mailto:info@loyaltylegal.com.au)