

BALL+PARTNERS PTY LTD
AN INCORPORATED LEGAL PRACTICE
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PRIVACY POLICY

Ball+Partners (“we”) carry on business as Australian Legal Practitioners. In the conduct of our business, we collect, use and store and disclose personal information (which for the purposes of this privacy policy includes health information and sensitive information). We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles therein and the Health Records Act 2001 (Vic) and the Health Privacy Principles therein.

The personal information we collect

The personal information we collect may include your name, your contact details, your occupation, your professional memberships, your health information, your interactions with our clients and with us and relevant to our legal services for and advice to our clients.

Reasons for collection of personal information

We collect personal information, hold it and use it for the purposes for which it was provided to us, related purposes and as permitted or required by law.

The purposes for which we may collect, hold and use personal information include:

- Providing legal services and advice to our clients.
- Maintaining a database of our clients and our work for them.
- The management of our business.
- Internal record keeping and analysis.
- In the course of managing our relationships with third parties including suppliers and contractors.
- Recruitment and management of staff.
- To comply with legal and professional obligations.

Collection of personal information

Personal information may be collected in communications with you or with other persons on your behalf. In our business as legal practitioners, we collect information from clients, insurers, health professionals, financial professionals and other legal practitioners.

Use and disclosure of personal information

Personal information may be used for the primary purpose for which it was collected in the conduct of our business as legal practitioners in providing legal services and advice to our clients.

In addition to the primary purpose, personal information may be used for secondary purposes which may include:

- Maintaining file and data bases
- The management and administration of our business
- Complying with legal obligations including to courts, tribunals and regulatory authorities.

Storage and security of personal information

Personal information collected by us is stored in paper files and/or on computers as required for the conduct of our business as legal practitioners. We take all reasonable steps to keep personal information safe, protecting it from misuse, loss, unauthorised access or disclosure.

Paper files are stored in our secure business premises. When a file is completed, it may be stored in external secure storage facilities or scanned as a data record on computers.

Personal information on computers is protected by individual password access, firewalls and the security of our business premises.

Access to and correction of personal information

You may access your personal information and/or request correction to it, subject to the provisions in the Privacy Act and/or the Health Records Act. In certain circumstances, we may refuse a request for access or limit the access which we can provide to personal information, in which event we will inform you of the reason for refusal.

A request for access to personal information or a request for correction of personal information should be directed to our Managing Director using our contact details at the commencement of this privacy policy.

We may charge reasonable fees for the time and cost of providing personal information and photocopying documents to provide you with access to your personal information. We will advise you of any fees when we have evaluated what will be required to respond to your request for access to personal information.

Complaints about personal information.

A complaint concerning your personal information or compliance with this privacy policy should be directed to our Managing Director using our contact details at the commencement of this privacy policy. We will require details of your complaint in order to address it.

If you are not satisfied with our response to your complaint, or you wish to complain externally, you may contact the Office of the Australian Information Commissioner which has jurisdiction for the Privacy Act (www.oic.gov.au) or the Office of the Health Complaints Commissioner (Victoria) which has jurisdiction for the Health Records Act (hcc.vic.gov.au).