

PRIVACY POLICY & AI USE DISCLAIMER

Goode & Co Lawyers (ABN 20808817510)

Website: www.goodeandcolawyers.com

Effective Date: 15 August 2025

At **Goode & Co Lawyers** ("we", "us" or "the Proprietor"), we are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose and store your data, including how we responsibly use Artificial Intelligence (AI) technologies on our website and in our business operations.

This Privacy Policy forms part of our Website Terms of Use: **www.goodeandcolawyers.com**

1. Our Commitment to You

We will never rent, trade or sell your personal information.

We will never publicly display your email or identifiable personal data.

We comply with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

2. What Personal Information We Collect

We may collect the following personal information:

- Name and date of birth
 - Email address, phone number, residential/business address
 - Billing details for processing payments (via third parties like Stripe)
 - Preferences, user profile data, and any other information you choose to share
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3. How We Collect Your Information

We may collect your personal information when you:

- Create an account or purchase a product/service
 - Submit a form or contact us via email, phone or chat
 - Interact with our site, including cookies or third-party tools
 - Engage with our chatbot or AI-assisted tools
 - Participate in competitions, promotions or surveys
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4. How We Use Your Personal Information

We use your personal information to:

- Verify your identity

- Process your orders and payments
 - Respond to your enquiries
 - Improve our services and tailor your experience
 - Send you updates and marketing (with your consent)
 - Conduct fraud prevention and security monitoring
 - Comply with legal and regulatory obligations
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5. How We Use AI in Our Business

We use Artificial Intelligence (AI) tools to enhance your experience and streamline our operations which may include but is not limited to chatbots.

We are committed to **human oversight, data minimisation**, and ensuring your personal information is not used unlawfully or without consent.

6. Cookies and Tracking

We use cookies to improve site functionality, remember your preferences, and analyse usage patterns. Third-party cookies may be set by services like:

- Google Analytics
- Facebook Pixel
- YouTube, Instagram or other social media platforms

You can modify your browser settings to decline cookies, though some site features may not work as expected.

7. Disclosure of Your Information

We may disclose personal information to:

- Payment processors (e.g. Stripe)
- Technology partners and IT support
- Marketing or customer service providers
- Legal, accounting, and professional advisors
- Government authorities if legally required
- Third-party suppliers (if you purchase their products through us)


All third parties are bound by confidentiality and data protection obligations.


8. Access, Corrections & Complaints

You have the right to:

- Access your personal information
- Request corrections if information is inaccurate
- Lodge a complaint about how your data is handled

To exercise these rights or contact our Privacy Officer:

 Zoe Goode

 admin@godelawco.com.au

9. Data Security

We take reasonable steps to protect your data using:

- Encryption and secure data storage
 - Firewalls, virus protection and access controls
 - Staff training on data privacy and AI governance
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10. International & GDPR Obligations (if applicable)

If you are located in the EU/UK, we comply with the General Data Protection Regulation (GDPR) and respect your rights including:

- Access, correction, erasure and objection
- Data portability and restriction of processing
- Consent withdrawal and complaint to a supervisory authority

We store data using reputable third-party services (e.g. AWS, Google, Microsoft) and ensure appropriate safeguards are in place.

11. Data Retention

We only retain your data as long as necessary to fulfil the purposes outlined above or comply with legal obligations.

12. Serious Privacy Breaches & Your Rights

From 10 June 2025, individuals have the right to seek compensation for serious invasions of privacy under Australian law. We take all complaints seriously and respond promptly. You may also lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.


13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will always be available on this site with a revised “Effective Date”.

Questions?

Please contact us with any privacy-related questions or requests:

Privacy Officer: Zoe Goode

 admin@godelawco.com.au
