

PRIVACY POLICY

1. Our Commitment to Privacy

Christy Roth Law is committed to protecting the privacy and confidentiality of personal information. We recognise the sensitive nature of the matters we handle and take our obligations under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) seriously.

This Privacy Policy explains how Christy Roth Law collects, uses, stores, and discloses personal information. By engaging Christy Roth Law or interacting with our services, you consent to the collection and use of personal information in accordance with this policy.

2. What Personal Information We Collect

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in a material form or not.

The personal information we may collect includes, but is not limited to:

- Name, date of birth, and contact details
- Residential or postal address
- Email address and telephone number
- Identification information required for legal matters
- Financial information relevant to legal advice or transactions
- Information relating to family, parenting, and relationship matters
- Documents and correspondence provided by clients or third parties
- Information contained in court documents and legal proceedings
- Communications with our office, including telephone calls and emails
- Employment and educational history (for staff and job applicants)
- Device and usage data (when using our website or client portal)

Where necessary to provide legal services, we may also collect sensitive information such as health information or information relating to family violence, where relevant to a matter.

3. How We Collect Personal Information

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

- Directly from you (in person, by phone, email, or online)
- Through meetings, telephone calls, or emails
- Through documents you provide to us
- Through court documents or legal proceedings
- From third parties such as other lawyers, experts, accountants, or government agencies where authorised or required

- From publicly available sources
- Through our website, client portal, or other technology platforms

4. Telephone Call Recording and Transcription

To assist with the accurate provision of legal services and to maintain high professional standards, telephone calls to and from Christy Roth Law may be recorded and transcribed.

Call recordings and transcripts may be used for purposes including:

- Maintaining accurate records of instructions
- Ensuring the quality and accuracy of advice provided
- Internal training and supervision
- Confirming details relating to a client's matter
- Improving our services

Christy Roth Law uses a secure telecommunications system provided by VXT, which may record and transcribe calls as part of our internal systems. Recordings and transcripts are treated as confidential information and are stored securely. They are used solely for purposes connected with the relevant legal matter or internal professional purposes and are not used for marketing or unrelated purposes. Access to call recordings and transcripts is restricted to authorised personnel within the firm.

5. Why We Collect Personal Information

We collect and use personal information primarily for the purpose of providing legal services. This may include:

- Advising clients
- Managing legal matters and court proceedings
- Communicating with clients, courts, and third parties
- Complying with legal and professional obligations
- Maintaining client records
- Internal administration and practice management
- Training and supervision within the firm
- Processing payments and managing accounts
- Conducting conflict checks and verifying identity
- Improving our services, website, and client portal
- Recruitment and employment purposes
- Any other purpose consented to by the individual or required by law

6. Disclosure of Personal Information

In the course of providing legal services, we may disclose personal information where necessary to:

- Courts and tribunals
- Barristers and expert witnesses
- Other legal practitioners
- Government agencies
- Service providers assisting with legal services or administration (e.g. IT, accounting, document storage)
- Insurers or regulatory bodies where required

All disclosures are made only where necessary for the conduct of the legal matter or where required by law. We take reasonable steps to ensure that third parties who receive personal information are required to protect its confidentiality. Christy Roth Law will not disclose personal information overseas unless required for the conduct of a matter or with the individual's consent.

7. Storage and Security of Information

Christy Roth Law takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Personal information may be stored in:

- Secure electronic practice management systems
- Secure cloud-based legal software
- Electronic communications systems
- Physical files stored securely within the office

Access to client information is limited to authorised staff and professionals involved in the relevant matter. The firm uses a range of physical, administrative, and technical measures to protect personal information, including password protection, encryption, and secure storage. Regular reviews and audits are conducted to ensure ongoing security.

8. Access to Personal Information

You may request access to personal information that we hold about you. Where appropriate, we will provide access to that information, subject to legal or professional obligations that may restrict disclosure (such as legal professional privilege).

Requests for access should be made in writing to the contact details below. The firm will take reasonable steps to ensure personal information is accurate, complete, and up to date.

9. Correction of Personal Information

If you believe that personal information we hold about you is incorrect or out of date, please contact us and we will take reasonable steps to correct it.

10. Website Information and Cookies

If you visit our website, certain information may be collected automatically through standard web technologies such as cookies or analytics tools. This information is generally used to improve the functionality of the website and does not typically identify individuals. Users can manage cookie preferences through their browser settings.

11. Direct Marketing

Christy Roth Law may use personal information to send legal updates, newsletters, or marketing communications. Individuals may opt out of receiving such communications at any time by contacting the firm or using the unsubscribe facility provided.

12. Changes to this Privacy Policy

Christy Roth Law may update this Privacy Policy from time to time to reflect changes in legal requirements or our practices. The most current version will always be available on our website.

13. Complaints

Privacy complaints or concerns should be directed to the Principal in writing. The firm will investigate all complaints and respond promptly. If not satisfied with the response, individuals may contact the Office of the Australian Information Commissioner (OAIC).

14. Contact

If you have any questions about this Privacy Policy or how your personal information is handled, please contact:

Christy Roth Law

Suite 202, Tower 2, Kon-Tiki Business Centre

55 Plaza Parade, Maroochydore QLD 4558

Phone: (07) 5221 5339

Email: christy@christyrothlaw.com.au

Website: christyrothlaw.com.au