



Mendelsons Privacy Policy

Our Privacy Policy

At Mendelsons Lawyers Pty Ltd (“Mendelsons”) we are committed to protecting the privacy and confidentiality of our clients and customers personal information. The purpose of this policy is to provide a clear understanding of how Mendelsons and its authorised agent(s) collect, store, use and disclose your personal information.

Mendelsons complies with the *Privacy Act (1988) (CW)*, the Australian Privacy Principles, the ACCC Debt Collection Guidelines and other relevant state legislation, laws and codes regarding the personal and sensitive information we collect, use and disclose.

You do not have to provide us with your personal information but if you do not provide us with the personal information that we need, we may not be able to provide our services to you or our clients on your behalf.

Mendelsons reserves the right to change this policy at any time. The policy as published on our website (www.mendelsons.com.au) can be relied upon as being current.

External website links included on our website are not subject to this privacy policy.

Personal Information

Personal information is information which can be used to identify you. If you enquire about or engage Mendelsons legal services, or if we are instructed to act in a matter which concerns you, we will collect and hold personal information about you. This personal information may include, but is not limited to, the following:

- Your name;
- Any alias you may also be known by;
- Your date of birth;
- Your tax file number;
- Your address;
- Your contact number;
- Your employment details.

Sensitive Information

Sensitive information is personal information pertaining to your:

- Political opinions or affiliations
- Racial or ethnic origin(s)
- Religious or philosophical beliefs or affiliations
- Disability or health
- Membership of a trade union,
- Sexual orientation
- Criminal convictions.

Collection and Storage of Information

Mendelsons collects information only by lawful and fair means.

Mendelsons may obtain your personal information from you directly through our online enquiry or forms, hard copy forms and communication with us by telephone, email and letters.

Mendelsons may also collect personal information about you from third parties such as public agencies and registries, social media, your insurer, your employer, family members, anyone you have authorised to deal with Mendelsons on your behalf and, in certain circumstances, as required or permitted by law, Court or Tribunal.

Your personal information will be stored in multiple ways, including on paper and in electronic form.

We protect your personal information and take all reasonable steps to protect it from unauthorised access, misuse, loss, unauthorised disclosure or modification. Examples of our protection measures include:

- Password protection on all computers linked to the Mendelsons local area network;
- Firewall and virus protection of computers linked to the Mendelsons local area network;
- Restricting access by the public to areas where personal information is stored or accessible;
- Staff training, monitoring and assessment in data protection;
- Allowing access to personal information only after the party seeking the access has satisfied identification requirements;

- Ensuring correspondence to an addressee is marked as being private and confidential where appropriate.

Generally, we do not collect sensitive information, however in instances where this information may be held, this information will be subject to the protections as detailed in this privacy policy.

Use and Disclosure of Information

Mendelsons will use and retain your personal information for the purposes of:

- Assessing whether we are able to act for you or whether there is some reason that may prevent us from acting for you;
- Providing you and/or our client with the services requested;
- Marketing and improving our legal services;
- Complying with our legal and regulatory obligations;
- Anything reasonably necessary for one or more of our firm's functions or activities.

Your personal information that has been collected for a purpose will not be used or disclosed by Mendelsons for another purpose unless:

- You provide your consent;
- The disclosure is required by law
- The disclosure is to any entity identified at the time of collecting your personal information
- The disclosure is to a third party service provider for the purpose of enabling them to provide, monitor and/or administer a service offered by our firm (e.g. our IT service providers, auditors, insurers)
- It is otherwise allowed by the Australian Privacy Principles.

Mendelsons will not generally disclose your personal information to overseas recipients. However, it may be necessary in certain circumstances and it is not practicable to specify them in this privacy policy.

Accessing Your Personal Information

You have a right to access personal information about you held by Mendelsons.

Mendelsons will not allow access to personal information nor will we disclose personal information to third parties.

To access personal information held by us please contact us by using the methods below. Unless an exception applies, Mendelsons will provide you with access to your personal information on request.

The exceptions include, but are not limited to the following:

- The request posing a serious threat to the health or life of an individual;
- The request having an unreasonable impact on the privacy of another;
- The request being frivolous or vexatious;
- The information requested relates to a commercially sensitive issue;
- Access to the information would be unlawful;
- Access to the information would prejudice enforcement activities relating to criminal activities and other breaches of law, public revenue, a security function or negotiations with you;
- The request involves information involved in legal proceedings.

You will be provided with a reason for any denial to a request for personal information.

Updating and Correcting Your Personal Information

Mendelsons takes reasonable measures to ensure that the personal information which is held is accurate, up to date and complete.

Mendelsons maintains and updates personal information when advised that the personal information held is outdated.

You have a right to update and/or correct your personal information held by Mendelsons.

To update your personal information, please contact us by the methods below.

Resolving Privacy Issues

If you have any concerns regarding Mendelsons privacy policy or believe a privacy breach has occurred and would like to make a complaint, a complaint can be directed to our office by the contact methods below.

All complaints must be made in writing and will be responded to within thirty (30) days of receipt. If you feel that the resolution provided by Mendelsons is unsatisfactory or does not rectify your complaint, you may contact the Office of the Australian Information Commissioner on 1300 363 992, by email to enquiries@oaic.gov.au and/or by filling in and submitting their online complaint form.

Contact Us

If you have queries regarding Mendelsons privacy policy or would like to make a request to access, update or correct personal information held by us, please direct your enquiry to:

Privacy Officer
Mendelsons Lawyers Pty Ltd
Private Bag 6
MITCHAM VIC 3132

Tel: (03) 9872 7299
Fax: (03) 9872 4757
Email: info@mendelsons.com.au

Pursuant to Rule 7 of the Legal Profession Uniform Legal Practice (Solicitors) Rules 2015 Mendelsons Lawyers Pty Ltd ACN 125 099 701 discloses that it is associated with and shares common ownership with Prushka Fast Debt Recovery Pty Ltd ACN 005 962 854.