



Privacy policy

Introduction

Easy Convey Pty Ltd ("Easy Convey") is committed to ensuring that your privacy is protected. References in this policy ("**Privacy Policy**") to "we", "us" and "our" are references to the Easy Convey, any related entity or any of them. References to "you" and "your" are to the individual who is using this website or otherwise providing personal information or data to us.

This Privacy Policy explains what information about you we may collect and how we may use and disclose it, how you can instruct us if you would prefer to limit the use and disclosure of that information; and the procedures that we have in place to safeguard your privacy. Our client confidentiality obligations are not addressed by this Privacy Policy but are described in our terms of engagement.

Your consent

By providing us with information about yourself through this website or otherwise, you consent to the collection, use, disclosure and transfer of that information as set out in this Privacy Policy.

If we change this Privacy Policy we will post the changes on this website, and may place notices on other pages of this website, so that you may be aware of the information we collect and how we use it at all times. The changes will take effect as soon as they are posted on this website.

The information about you which we collect and how we use and disclose it

We may collect information about you in a number of circumstances, including when you seek conveyancing services or other advice from us; when you make an enquiry on any area of the website; when you attend a seminar or other event provided by us; when you sign up to receive information from us, including training; when you apply for or accept employment with us; or when you offer to provide or provide services to us.

The information we collect may include your name, job title, postal address, email address, telephone number, information regarding your job, your date of birth and/or other information regarding your preferences or where it is relevant to conveyancing services that we provide.

If you do not provide information requested by us from time to time, we may not be able to provide services to you or otherwise fulfil the purpose for which we have requested the information.

In some circumstances, we collect personal information about you from a third party source. For example, we may collect personal information from the real estate agent or finance broker who are providing services in relation to your conveyancing transaction, an information or service provider or from a publicly available record.

We, our members, employees, agents, consultants and sub-contractors, may use any of the information about you which we have collected to provide you with conveyancing or legal advice or information or legal technology services or solutions; to send you information on news, publications, seminars and events; to improve our services and communications to you; for the purposes of employment, partnership or the supply or retention of services; for insurance purposes, to send you invoices or reminder notices; to process your requests of, and applications to, us; and for any other purpose for which this information was provided to us or for any purpose related or ancillary to any of the above. We may also use personal information or data where we are permitted by law to do so. This includes circumstances where you have expressly or impliedly consented to such use.

We may disclose your personal information in the following circumstances:

- If you are a client of Easy Convey, or you are employed by, contracted to or are an agent of, a client of Easy Convey, we may disclose your personal information to:
 - Legal specialists (including mediators), consultants or experts engaged by us to provide services to you;
- If we have collected your personal information in the course of providing legal services to any of our clients, we may disclose it to that client, and where permitted by law to others for the purpose of providing those services;
- We may disclose your personal information to our members, employees, agents, consultants and sub-contractors who assist us in running our business, including this website, or provide related services, and who are subject to security and confidentiality obligations; and
- We will make whatever disclosures of your personal information that the law requires or authorises us to make.

We may also collect, use and disclose personal data or information where it is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim, or for the purposes of a confidential alternative dispute resolution process.

We may also use aggregate information and statistics for the purpose of monitoring website usage in order to help us develop this website and our services.

Information about other people which you provide to us

If you provide personal information to us about someone else (such as one of your directors or employees, or someone with whom you have business dealings) you must ensure that you are entitled to disclose that information to us and that, without our taking any further steps, we may collect, use and disclose that information as described in this Privacy Policy. In particular, you must ensure the individual concerned is aware of the various matters detailed in this Privacy Policy, as those matters relate to that individual, including our identity, how to contact us, our purposes of collection, our information disclosure practices (including disclosure to overseas recipients), the individual's right to obtain access to the information and make

complaints about the handling of the information, and the consequences if the information is not provided (such as our inability to provide services).

Keeping information about you secure

We will take appropriate technical and organisational measures to keep your information confidential and secure in accordance with our internal procedures covering the storage, access and disclosure of information. Information may be kept on our information technology systems or in paper files.

Updating information about you

If any of the information that you have provided to us changes, for example if you change your email address or if you wish to cancel any request you have made of us, please let us know by sending an email to update@easyconvey.com.au.

Your rights

You have the right to request a copy of the personal information about you which we hold, to have any inaccurate personal information corrected and to object to our using your personal information for a marketing purpose. You may also make a complaint if you have a concern about our handling of your personal information.

If you wish to do any of the above please send an email to privacy@easyconvey.com.au. If you are in Australia you may also call 0417 050 493 and ask to speak to our Privacy Officer.

We will consider any complaints which we receive and provide you with a response in a timely manner (usually 30 days of receipt). If you are not satisfied with our response, you may take your complaint to the relevant privacy regulator. We will provide you with details of your relevant regulator upon request.

How to contact Easy Convey

We welcome your views about our website and our Privacy Policy. If you would like to contact us with any queries or comments, please send an email to contact@easyconvey.com.au or send a letter to the Privacy Officer, Easy Convey, Level 20, 31 Queen Street, MELBOURNE VIC 3000.