

PRIVACY POLICY

Your privacy is important to us. This statement outlines our policy about how we manage personal information. From time to time, we may find it necessary to change this Privacy Policy to reflect changes in the law or our commercial activities. The latest version of our Privacy Policy will always be available from our office. We are bound by the National Privacy Principles and our procedures regarding personal information are designed to ensure that your rights under the National Privacy Principles are protected.

Who are we?

We are an independent business owned and operated by Devon Legal Pty Ltd.

Our activities include:

- Residential property conveyancing
- Commercial property conveyancing
- Rural property conveyancing
- Legal advice

Openness

We will be open about how we handle personal information.

We will do this by:

- Telling you when we collect personal information, what we will use the information for and to whom we may disclose it.
- Giving you more detailed explanation of our Privacy Policy when you ask for it.
- Giving you access to personal information that we hold about you when you ask for it.

You have the right to access personal information that we hold about you under the National Privacy Principles. Details of how to make a request for access are set out at the end of this Privacy Policy. We may charge you a small fee to cover any costs which we incur responding to your request for access, such as photocopying costs, retrieving files from archiving or facsimile charges.

Why do we collect personal information?

We collect personal information in the course of our legal and conveyancing business for a variety of reasons including:

- To provide conveyancing services for both sellers and buyers
- To provide government departments, including local government, as to your contact details in the apportionment of rates and taxes and as they may require from time to time regarding change of ownership.
- To provide legal advice and action.

We also collect personal information about persons who:

- Apply to us for employment; or
- Are involved in the supply of goods and services to us.

We do not actively collect sensitive information. We may from time to time hold sensitive information about job applicants. We will not disclose this sensitive information to anyone else.

To whom do we disclose personal information?

- Local Government
- State Government
- Federal Government
- Landgate
- Strata Companies
- Caveators
- Financial Institutions including Lenders
- Other Conveyancers involved in your transaction
- Real Estate Agent involved in your transaction

Management and storage of personal information

We take active steps to protect the security of personal information. We expect our staff to comply with certain standards of behaviour when dealing with personal information. We train all our staff about the need to protect your privacy and we will regard breaches of the National Privacy Principles as serious matters.

Some of our records are paper based. These records are kept on secure premises. We also keep some information in an electronic form. Records kept electronically are stored securely using Microsoft Azure data centre in an encrypted form located in Australia. Our security features include Multifactor authentication, password access and the latest virus protection. We obtain assistance from technology platforms to maintain our databases. These companies have access to information on our databases for the purposes of data recovery, statistical analysis and reporting only.

All information collected on your identity and through the platform EasyAML is securely stored on cloud-based data centres located strictly within Australia. EasyAML is ISO 27001 certified, which is the globally recognised gold standard for information security. Your data remains encrypted and is retained only for the duration required by law (7 years), after which it is permanently deleted.

How do we make sure that information is accurate, complete and up to date?

We try to ensure that any personal information that we hold is accurate, complete and up to date. We do this by collecting information from you directly or from reliable sources including publicly accessible databases. If we become aware that the information is inaccurate, incomplete or out of date on our records we will correct that information or if necessary, delete it from our records.

Contacting us about privacy issues

If you wish to:

- obtain more information about our Privacy Policy.
- obtain access to personal information that we hold about you; or
- contact us because you believe that we have breached your privacy,

then you may contact our Privacy Officer. We will respond to an inquiry or complaint promptly (usually within 14 to 30 days). Our Privacy Officer's contact details are the Business Manager, Devon Conveyancing & Legal tel: 08 9473 4900 or email: reception@devon.net.au

If you are not satisfied with our response. you can phone the Commonwealth Privacy Commissioner's hotline on 1300 363 992.