



Reign Legal Client Privacy Policy

Policy name	Reign Legal Client Privacy Policy
Version	V1.0

Protecting Client Information

Privacy is particularly important to us at Reign Legal and we are committed to protecting it. We adhere to the Australian Privacy Principles (**APPs**) contained in the Privacy Act 1988 (Cth) (**the Privacy Act**). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of a clients Personal Information. A copy of the Australian Privacy Principles can be found on the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.

What Personal Information Do We Collect?

The personal information we collect from clients will be specific to their case with our firm. The information is collected by us in person, through interviews, correspondences, phone, email, or via our website. Personal information we will collect from a client will usually include the clients:

- Name;
- Title;
- Address;
- Email Address;
- Contact Numbers;
- Bank Account Details;
- Date of Birth;
- Gender;
- Employment Status;
- Associated Entitlements;
- Relationships with Others (where relevant);
- Financial Information; and'
- Other information about the client's legal matter and circumstances (see Reign Legal User Manual – Acceptance of Work and Getting Matter Underway).

Fundamentally, at Reign Legal we do not collect personal information that we do not need.

At Reign Legal, we do not ask to collect sensitive information about a client including, but not limited to:

- details of your racial or ethnic origin;
- political affiliation;
- religious beliefs;
- sexual orientations;
- criminal convictions; or
- health information.

We will only ask for this information if it is absolutely necessary and appropriate for the purposes of providing legal advice or legal services.

We collect personal information for the primary purposes of providing our services to the client. When we collect personal information, we will, where appropriate, explain to the client why we are collecting the information, how we plan to use it, and how it relates to their matter.

A Secure Platform for Sharing Information

At Reign Legal, we use secure document management systems, allowing our firm and clients to securely sign, view, share, and comment on documents. The management system capable of locating and marking sensitive information within digital documents for redaction. Unlike email, the sharing platform allows our firm to directly manage and link client files in a secure environment. This means, emails cannot be sent to third parties in error and are always viewable by our office and by our clients only. The platform ensures security for our firm and our clients to collaborate in real-time.

Disclosure of Personal Information

A clients Personal Information may be disclosed under a number of circumstances, including the following:

- Where the client consents to the use or disclosure of information to a third party; and
- Where required or authorised by law.

Security of Personal Information

Personal information is stored in a manner that protects it from misuse, loss, unauthorized access, modification, or disclosure. Access to Reign Legal case files, where such information is stored, is limited to the members of staff undertaking work for the matter. As a matter of policy, we require all Reign Legal staff to securely manage passwords and access to our legal platforms with dedicated cyber-security software.

When personal information is no longer needed for the purpose for which it is obtained, the client file is archived in our database (See Reign Legal User Manual – File Closure, pp. 2).

Most of the personal information is stored in client files which are kept by us for a minimum of 7 years. Other executed non-digital documents are kept in the firms protected Strong Room facility.

Amending Personal Information

If a client wishes to access or amend their personal information with Reign Legal, they are entitled to do so. Where a client seeks to amend personal information, we strongly encourage them to contact our office by email or phone to promptly make those amendments. As a law firm, it is paramount that we have up to date information. Depending on the relationship between a client and their lawyer/professional at Reign Legal, clients may use discretion in contacting staff members for these purposes. If unclear, unsure, or new to our firm, clients can always contact our team using the following contacts:

Reign Legal Office Phone Number: 0428 607 472

Melissa Buchanan – Principal Lawyer: mbuchanan@reignlegal.com.au

Joseph Keily – Lawyer: jkeily@reignlegal.com.au

William Griffin – Lawyer: wgriffin@reignlegal.com.au

Poonam Lal – Assistant: plal@reignlegal.com.au

Celeste Goulet – Assistant: cgoulet@reignlegal.com.au

As a matter security, our team may ask for sufficient evidence in order to verify a client or other party's identity prior to allowing access to personal information. This is requested at the discretion of the staff member receiving such a request.

Questions and Complaints

If a client or other party to which we have personal information stored has any questions about our Privacy Policy, we strongly encourage them to contact us using the above contacts. We are happy to clarify and explain in greater detail our privacy practices and the reasons why we collect and store information in the way we do.

In the event a client or other party wishes to make a complaint in relation to our Privacy Policy, we ask that they contact our office using the above contacts and outline their concerns. As a law firm, there are a multitude of overarching obligations on our behalf to obtain and maintain personal information by law. We are happy to explain these duties and obligations, if necessary, and provide those with complaints a comprehensive outline of these duties and obligations with respect to the issue at hand. We ask that those with complaints give us a period of 30 days to respond to complaints.

If a client or other party is unsatisfied with our response to a complaint, believe we are in breach of the APPs, they are at liberty to make a complaint to the Office of Australian Information Commissioner found at <https://www.oaic.gov.au/>.