

Privacy Policy - Nevetts Lawyers

We recognise the importance of privacy in relation to the personal data and information provided to us when we are engaged to provide legal services.

This Privacy Policy will provide information about:

- How and where we collect, hold, use and disclose clients' personal information.
- Clients' rights in relation to requesting access and/or changes to your data
- The process for submitting any complaints.

Application of this Policy

In order to provide legal services to our clients, we need to collect and use information, including personal information.

When we refer in this Policy to "personal information", we mean information or an opinion about an identified individual, or about an individual who is reasonably identifiable. This information may include information or an opinion about you. The personal information we hold about you may also include sensitive information or credit information.

Credit information is credit-related information provided by credit and finance providers, and credit reporting bodies.

Sensitive information includes information about your racial or ethnic origin, political opinion, membership of a political association, professional or trade association, or trade union, your religious beliefs or affiliations, philosophical beliefs, sexual preferences or practices, criminal record, and health information. We only collect sensitive information where it is reasonably necessary for the services we provide or where you have consented.

Personal information we may collect about you may include your name, date of birth, gender, address, bank account details, business activities and structures, associations and affiliates, including trusts, companies, and other related entities, financial information, relationships including family members, friends, and professionals, employment, email address, phone number and any other information we may need to identify you or provide our services. We may collect personal information from you directly or indirectly. We will only request personal information which is reasonably necessary for our functions and activities.

How is this information collected?

The primary way we collect data is directly from our clients and clients' advisors.

We may also collect data from other third parties such as through title searches, Property Exchange Australia (PEXA) searches, Personal Property Securities Register (PPSR) searches, ASIC searches, and other third parties authorised to provide personal

information. We will also now need to collect additional information from you in order to comply with our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (also known as the AML/CTF Reforms).

Why do we collect and hold personal information

The information we have been provided about you will be used for its intended purpose as well as related and other purposes including:

- The primary purpose, being to provide the legal services you have requested from us and conducting our business
- Identifying you
- Engaging third parties such as barristers, experts, other specialist firms for specialist advice
- Carrying out title, company, and other searches
- Maintaining client files and trust fund records as required under the Uniform Law and Victorian Legal Services Board & Commission
- Complying with Electronic Conveyancing/PEXA requirements
- Data collection and use for internal business purposes
- Storage and security of the data
- Debt collection
- Credit reporting
- Marketing (for example we may from time to time use your personal information to provide you with current information about legal issues, E-bulletins or events that you may find of interest)
- Complying with the law, for example compliance with the AML/CTF Regime.

Do we disclose your personal information?

We may disclose your personal information to the following parties:

- external service providers, so they can provide a service we have contracted out to them;
- companies that provide information and infrastructure systems, IT services or other services to us, including to our employees who work overseas (in the Philippines).
- anybody who represents you (such as your Attorney)
- anyone where you have provided consent
- investors, agents, or advisors
- third parties who have instructed us to provide services (such as your accountant)
- organisations that provide products or services used or marketed by us or

- other persons or entities as required or allowed by law.

We may use cloud storage to store the personal information we hold about you. The cloud storage and the IT servers may be located outside Australia.

How long do we retain your personal information?

We retain your personal information for as long as is necessary to provide our services to you and to comply with our legal obligations.

As a law firm operating under the Legal Profession Uniform Law (Victoria), we are required to retain client files and related records for a minimum of seven years following the completion of your matter. Some matter types may attract longer retention obligations — for example, matters involving minors, or where ongoing legal obligations arise from the work we have done for you.

Mailing lists

We may use your personal information to provide you with current information about legal issues, E-bulletins or events that you may find of interest. If you do not want to receive marketing information, let us know by telephoning us on (03) 5331 4444 or by writing to us at admin@nevetts.com.au. If the direct marketing is by email you can unsubscribe.

How safe and secure is your personal information that we hold?

We take all reasonable steps to protect the security of your personal information.

We take contractual and technical steps to ensure overseas recipients handle your information consistently with the Australian Privacy Principles.

Accessing and correcting your data

Subject to the relevant exclusions of the Privacy Act, you have the right to request access to your personal information that we hold. You also have the right to request us to update or correct any of your information that we may hold that is incorrect.

There may be situations where we are not required to provide you with access to your personal information, for example if your request is vexatious or if you are abusive or disrespectful towards us or our staff. An explanation will be provided to you if we deny you access to the personal information we hold about you.

Requests must be sent through to our Privacy Officer and will be subject to you being able to provide acceptable identification information.

We may charge a fee for any requests to access personal information in accordance with the Privacy Act.

Lodging privacy related complaints

If you have a complaint about a breach by us of the Australian Privacy Principles, you have the right to lodge a complaint.

Your complaint should first be sent to our privacy officer who will review your complaint and respond to you in writing. We will respond to your complaint within 30 days.

If your complaint was not successfully resolved by us or you still believe there to be an issue after receiving our written response, you may contact the Office of the Australian Information Commissioner (OAIC). You can either contact the OAIC by calling 1300 363 992, by email enquiries@oaic.gov.au or by visiting their website www.oaic.gov.au.

Privacy officer

Cathy Drake, cdrake@nevetts.com.au

Policy updates

We will review this Policy from time to time to ensure it complies with the relevant legislative requirements and continues to align with Nevetts processes. If you would like a copy of this Policy, please email and request a copy on enquiries@nevetts.com.au or visit the electronic copy on our website www.nevetts.com.au

Policy last updated: 1 May 2026