

Privacy Policy – LawRight

Last updated: September 2023

LawRight (ABN 52 033 468 135) (**LawRight, we, us and our**) respects your privacy and is committed to protecting it. We comply with the Australian Privacy Principles and the *Privacy Act 1988* (Cth) (**Privacy Act**), which govern the way private sector organisations collect, use, keep secure and disclose Personal Information or Personal Data.

The Privacy Act defines “Personal Information” to mean any information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can be reasonably ascertained, from the information or an opinion.

If you are a resident of the European Union or the United Kingdom, we are required to comply with the GDPR (as defined in **Section 11**) in relation to your Personal Data (as defined in **Section 11**).

If you have any concerns or complaints about the manner in which your Personal Information and Personal Data has been collected, used or disclosed by us, please contact us via the information set out in **Section 10** and will resolve your concern or answer your question.

We recommend that you keep this information for future reference.

This privacy policy applies to LawRight and all of the services we operate including:

- Pro Bono Connect;
- Community & Health Justice Partnerships; and
- Court and Tribunal Services.

Please note our website may contain links or references to other websites to which this privacy policy does not apply. You should review the privacy policy of each of those websites and assess whether those policies are acceptable to you before using those websites.

1. The kinds of Personal Information and Personal Data collected, used and disclosed by LawRight

We will only use or disclose your Personal Information and Personal Data for the primary purposes for which it was collected or as consented to by you. At or around the time we collect Personal Information and Personal Data from you, we will endeavour to provide you with a notice which details how we will use and disclose that specific information. We set out some common collection, use and disclosure instances in the table below.

Purpose	Type of Information	Uses	Disclosures
<p>Online, written and telephone enquiries</p>	<ul style="list-style-type: none"> • Contact information: Such as your name, address, email address, phone numbers • Information you provide to us as part of your enquiry. 	<p>The types of uses we will make of Personal Information and Personal Data collected for this type of purpose include:</p> <ul style="list-style-type: none"> • responding to your enquiry and recording your enquiry in our internal database; • analysis and evaluation of LawRight services; • legal research, advocacy and law reform purposes; • if your enquiry leads to you making an application for assistance, the Uses listed in the “<i>Provision of Services</i>” row. 	<p>The types of disclosures we will make of Personal Information and Personal Data collected for the type of purposes listed include, without limitation, to:</p> <ul style="list-style-type: none"> • third party service providers (including IT service providers and consultants) who assist LawRight in providing our services. • law firms, barristers, legal centres or community organisations who assist LawRight in providing our services or performing our legal research, advocacy and law reform activities. • if your enquiry leads to you making an application for assistance, the parties listed in the Disclosures column for “<i>Provision of Services</i>” • As required or authorised by law.

Purpose	Type of Information	Uses	Disclosures
Provision of services	<ul style="list-style-type: none"> • Contact information: Such as your name, organisation name, address, email address, phone numbers, fax number. • Identifying information: Such as your photo, date of birth, passport and residency details, drivers' licence or 18+ card details, medicare card details, Centrelink Health Care Concession card details, ImmiCard details. • Eligibility factors: Such as your financial information (including your employment status, individual and household income, assets, debts), housing status, marital status and dependents, mental health conditions, disability or impairment, whether English is your first language, whether you need an interpreter, substance abuse or addiction problems, whether you live in regional, remote or rural areas, and details of your legal matter. • Background check information: Information obtained from you or third parties to perform background checks. • Medical or health information which you voluntarily provide to us as part of our client intake process or such other information which may be related to your legal matter. • Other information that may be relevant to your legal matter, including bank account details, credit card details, superannuation details, tax file number, Centrelink numbers, Integrated Offender Management System (IOMS) details. • Other information you provide to us during the course of providing assistance. 	<p>The types of uses we will make of Personal Information and Personal Data collected for this type of purpose include:</p> <ul style="list-style-type: none"> • Eligibility assessment: to assess and provide advice regarding your eligibility to receive pro bono assistance from LawRight. • Identity verification: the verification of your identity in order to provide assistance. • Services: if you are eligible, the provision of our services to you including: <ul style="list-style-type: none"> - Using your Personal Information and Personal Data in order for us to provide services either directly through our direct advice services, or through referral to our member law firms, and barristers; - To provide customer service functions, including handling customer enquiries and complaints. • Research, advocacy and law reform activities: to use your Personal Information and Personal Data for research, advocacy and law reform purposes. • Publication: to use your de-identified information in our annual reports, funding reports, impact reports, and newsletters. • Analysis and evaluation: to use your Personal Information and Personal Data to analyse and evaluate LawRight services. 	<p>The types of disclosures we will make of Personal Information and Personal Data collected for the type of purposes listed include, without limitation, to:</p> <ul style="list-style-type: none"> • third party service providers (including IT service providers and consultants) who assist LawRight in providing our services; • law firms, barristers, legal centres or community organisations (such as Legal Aid Queensland) who assist LawRight in providing our services or performing our legal research, advocacy and law reform activities; • Government entities who provide funding for LawRight are permitted access to LawRight's internal database for the purposes of monitoring LawRight's performance; • Partners of LawRight, including Josef Legal Pty Ltd who create the platform to launch Customer Bots. • As required or authorised by law.

Purpose	Type of Information	Uses	Disclosures
Program participants (Member or non-Member law firms, barristers, legal centres or community organisations)	<ul style="list-style-type: none"> • Contact information: Such as your name, Company's or organisation's name, address, email address, phone numbers, fax number. • Payment information you provide as part of your membership application (such as your billing and account details or payment card details). 	The types of uses we will make of Personal Information and Personal Data collected for this type of purpose include: <ul style="list-style-type: none"> • Pro bono assistance: to obtain your assistance in providing services to LawRight's clients or performing legal research, advocacy or law reform activities. • Processing application: processing your membership application and payment. • Marketing: using your Personal Information and Personal Data for the purposes set out in "Marketing Services" section below. 	The types of disclosures we will make of Personal Information and Personal Data collected for the type of purposes listed include, without limitation, to: <ul style="list-style-type: none"> • Third parties connected with the payment process including ecommerce, payment gateway providers and financial institutions. • Service providers (including IT service providers and consultants) who assist LawRight in providing our services. • The parties listed in the Disclosures column for "Marketing Services". • As required or authorised by law.
Donations and fundraising	<ul style="list-style-type: none"> • Contact information: Such as your name, Company's name, address, email address, phone numbers, fax number. • Payment information: Billing and account details, payment card details. • Any other information you elect to provide as a part of your donation. 	The types of uses we will make of Personal Information and Personal Data collected for this type of purpose include: <ul style="list-style-type: none"> • processing your donation • to communicate with you regarding future donations and fundraising opportunities • Marketing: using your Personal Information and Personal Data for the purposes set out in "Marketing Services" section below. 	The types of disclosures we will make of Personal Information and Personal Data collected for the type of purposes listed include, without limitation, to: <ul style="list-style-type: none"> • Third parties connected with the payment process including ecommerce, payment gateway providers and financial institutions. • Service providers (including IT service providers and consultants) who assist LawRight in providing our services. • The parties listed in the Disclosures column for "Marketing Services". • As required or authorised by law.

Purpose	Type of Information	Uses	Disclosures
Marketing Services	<ul style="list-style-type: none"> • Contact information: Such as your name, email address, current postal and residential addresses, phone numbers, country of residence (and, if applicable, age). • Social media activity: Including “likes”, comments posted, any of your oppositions or feedback, photos posted or uploaded and other information pertaining to your social media activities which concern, or relate, to LawRight. 	<ul style="list-style-type: none"> • General marketing and consumer analytics: using your Personal Information and Personal Data: <ul style="list-style-type: none"> - To aggregate with other information and to then use it for marketing and consumer analytics. - To offer you updates on products, events or information that may be of interest to you. - For Marketing and promotional activities by us (including by direct mail, and email) such as our email updates, and newsletters. • Online accounts or social media: If you participate in LawRight’s social media platforms (such as Facebook, Instagram, Twitter and LinkedIn) and you provide us your Personal Information and Personal Data, we will use it for: <ul style="list-style-type: none"> - Adding account holders to the marketing database. - Customer service related contact. - Responding to social media messages. - Fulfilling social media platform rules. 	<p>We may disclose your Personal Information and Personal Data to:</p> <ul style="list-style-type: none"> • Third parties connected with the marketing process who assist us in providing our products and services to you. • The parties listed in the Disclosure column for “<i>Provision of Services</i>”

Purpose	Type of Information	Uses	Disclosures
Human resources	<ul style="list-style-type: none"> • Contact information: Such name, e-mail address, current postal and residential address, phone numbers, country of residence, next of kin contact details. • Employee record information • Identifying information: Such as your photo, passport and residency details, date of birth. • CV, resume or application related information: Such as the details provided in your resume or CV, your eligibility to work in Australia, your education, previous employment details, professional memberships or trade qualifications. • Tax, superannuation and payroll information: Such as your Tax File Number and ATO Declaration, Superannuation details and financial institution details. <p>1.1 Background check information: Information obtained from you or third parties to perform background checks.</p> <ul style="list-style-type: none"> • Medical or health information such as COVID-19 vaccination status as well as other information which you voluntarily provide to us as part of pre-employment medicals, random drug and alcohol testing or such other information which may be related to an incident which has occurred during the course of your employment. • Performance related information: Pre-employment testing and other information collected by LawRight's systems in the course of the employee or contractor's engagement with LawRight. • Information collected from referees 	<ul style="list-style-type: none"> • Background checks: Utilising the information collected for the purpose of assessing candidate suitability for role, including by obtaining: <ul style="list-style-type: none"> - Verification of your identity and age. - Criminal history background checks including publicly available information including Facebook, Twitter, Instagram, YouTube. - Confirmation of eligibility to work in Australia. - Confirmation of education and qualifications. - Confirmation of previous employment. - Consideration regarding medical leave. • Administration and performance monitoring use: Utilising the information collected for the purpose of: <ul style="list-style-type: none"> - Dealings related to the employer/employee relationship, volunteer relationship or the contractor/principal relationship (as the case may be). - Use of such information whether or not the employment, volunteer or contractor relationship is prospective, current or past. - Use of such information to monitor systems, performance and time usage and internet usage. - The use of your Personal Information and Personal Data collected in the administration and management of LawRight. 	<p>We may disclose your Personal Information and Personal Data to:</p> <ul style="list-style-type: none"> • Relevant superannuation company. • Government agencies, including but not limited to The Australian Taxation Office, Centrelink and Child Support Agency. • Relevant Worker's Compensation organisation (e.g. WorkCover etc). • Third party referees provided by you in connection with an application made to LawRight. • Service providers (including IT service providers and payroll providers), if any. • Recruitment agents used in connection with your application with us. • Third party parties in connection with obtaining any background checks, pre-employment screening. • Financial institutions for payroll purposes. • As required or authorised by law.

2. How LawRight collects and holds Personal Information and Personal Data

2.1 Collection generally

As much as possible or unless provided otherwise in this Privacy Policy or a notification, we will collect your Personal Information and Personal Data directly from you. When you engage in certain activities, such as filling out a survey or sending us feedback, we may ask you to provide certain information. It is completely optional for you to engage in these activities.

Depending upon the reason for requiring the information, some of the information we ask you to provide may be identified as mandatory or voluntary. If you do not provide the mandatory information or any other information we require in order for us to provide our services to you, we may be unable to provide our services to you in an effective manner, or at all.

2.2 Other collection types

We may also collect Personal Information and Personal Data about you from other sources and third parties. Some examples of these alternative collection events are:

- (a) when we collect Personal Information and Personal Data about you from third parties, including law firms, members of the public, other community legal centres, support workers, court staff and judges, tribunal members or LawRight's staff; or
- (b) when we collect Personal Information and Personal Data about you from publicly available sources including but not limited to, court judgments, directorship and bankruptcy searches, Australia Post, White Pages directory, and social media platforms (such as Facebook, Twitter, Google, Instagram etc).

2.3 Notification of collection

If we collect details about you from someone else, we will, whenever reasonably possible, make you aware that we have done this and why, unless special circumstances apply, including as described in this clause 2.3(a) to 2.3(e) below. Generally speaking, we will not tell you when we collect Personal Information and Personal Data about you in the following circumstances:

- (a) where you have provided your written authorisation for us to collect your information from someone else (e.g. a support worker);
- (b) where information is collected from any personal referee you have listed on any application form (including any employment application) with LawRight;
- (c) where information is collected from a recruiter engaged by LawRight to assist with finding potential new volunteers or employees;
- (d) where information is collected from publicly available sources including but not limited to court judgments, directorship and bankruptcy searches, social media platforms (such as Facebook, Twitter, Google, Instagram, LinkedIn etc); or
- (e) as otherwise required or authorised by law.

2.4 Unsolicited Personal Information and Personal Data

In the event we collect Personal Information and Personal Data from you, or a third party, in circumstances where we have not requested or solicited that information

(known as unsolicited information), and it is determined by LawRight (in its absolute discretion) that the Personal Information and Personal Data is not required, we will destroy the information or ensure that the information is de-identified.

In the event that the unsolicited Personal Information and Personal Data collected is in relation to potential future employment with LawRight, such as your CV, resume or candidacy related information, and it is determined by LawRight (in its absolute discretion) that it may consider you for potential future employment, LawRight may keep the Personal Information and Personal Data on its human resource records.

2.5 **How we hold your Personal Information and Personal Data**

Once we collect your Personal Information and Personal Data, we will either hold it securely and store it on infrastructure owned or controlled by us or with a third party service provider who have taken reasonable steps to ensure they comply with the Privacy Act. We provide some more general information on our security measures in **Section 8 (Data security and quality)**.

2.6 **Cookies and IP addresses**

If you use our website, we may utilise "cookies" which enable us to monitor traffic patterns, trends and to serve you more efficiently if you revisit our website. In most cases, a cookie does not identify you personally but may identify your internet service provider or computer.

We may gather your IP address as part of our business activities and to assist with any operational difficulties or support issues with our services. This information does not identify you personally.

However, in some cases, cookies may enable us to aggregate certain information with other Personal Information and Personal Data we collect and hold about you. LawRight extends the same privacy protection to your Personal Information and Personal Data, whether gathered via cookies or from other sources, as detailed in this Privacy Policy.

You can set your browser to notify you when you receive a cookie and this will provide you with an opportunity to either accept or reject it in each instance. However, if you disable cookies, you may not be able to access certain areas of our websites or take advantage of the improved web site experience that cookies offer.

3. **Uses and discloses of Personal Information and Personal Data**

3.1 **Use and disclose details**

We provide a detailed list at **Section 1** of some common uses and disclosures we make regarding the Personal Information and Personal Data we collect.

3.2 **Other uses and disclosures**

We may also use or disclose your Personal Information and Personal Data and in doing so we are not required to seek your additional consent:

(a) when it is disclosed or used for a purpose related to the primary purposes of collection detailed above and you would reasonably expect your Personal Information and Personal Data to be used or disclosed for such a purpose;

(b) if we reasonably believe that the use or disclosure is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety or to lessen or prevent a threat to public health or safety;

(c) if we have reason to suspect that unlawful activity has been, or is being, engaged in; or

(d) if it is required or authorised by law.

3.3 Use and disclosure procedures

In the event we propose to use or disclose such Personal Information and Personal Data other than for reasons set out in the above table at **Section 1** or as otherwise outlined in this Privacy Policy, we will first notify you or seek your consent prior to such disclosure or use.

Your Personal Information and Personal Data is disclosed to these organisations or parties only in relation to the services we provide to you or for a purpose permitted by this Privacy Policy.

We take such steps as are reasonable to ensure that these organisations or parties are aware of the provisions of this Privacy Policy in relation to your Personal Information and Personal Data.

3.4 Communications opt-out

If you have received communications from us and you no longer wish to receive those sorts of communications, you should contact us via the details set out at the top of this document and we will ensure the relevant communication ceases. Any other use or disclosure we make of your Personal Information and Personal Data will only be as required or authorised by law or as permitted by this Privacy Policy or otherwise with your consent.

4. Sensitive information

4.1 Sensitive information generally

Sensitive information is a subset of Personal Information and Personal Data. It means information or opinion about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information that is to be used for the purpose of automated biometric verification or biometric identification or biometric templates.

4.2 Collection and use of sensitive information

In general, we attempt to limit the collection of sensitive information we may collect from you, but depending on the uses you make of our services this may not always be possible and we may collect sensitive information from you in order to carry out the services provided to you. However, we do not collect sensitive information from you without your consent.

The type of sensitive information we may collect about you is dependent on the services provided to you by LawRight will be limited to the purpose(s) for which it is collected. We set out some types of sensitive information we may collect about you in

the “*Online and telephone enquiries, Provision of Services, and Human resources*” section of the table at **Section 1** above.

We do not use sensitive information to send you Direct Marketing Communications (as set out in **Section 5** below) without your express consent.

4.3 **Consent**

We may collect other types of sensitive information where you have consented and agree to the collection of such information. Generally speaking, we will obtain this type of consent from you at (or around) the point in time in which we collect the information.

5. **Direct Marketing**

5.1 **Express informed consent**

You give your express and informed consent to us using your Personal Information and Personal Data set out in:

(a) the “*Program participants*” section of the table at **Section 1** of this document above;

(b) the “*Donations and fundraising*” section of the table at **Section 1** of this document above; and

(c) the “*Marketing Services*” section of the table at **Section 1** of this document above;

to provide you with information and to tell you about our services or events or any other direct marketing activity (including third party products, services, and events) which we consider may be of interest to you, whether by post, email, SMS, messaging applications and telephone (**Direct Marketing Communications**).

5.2 **Inferred consent and reasonable expectations of direct marketing**

Without limitation to paragraph 5.1, if you have provided inferred or implied consent (e.g. not opting out where an opt-out opportunity has been provided to you) or if it is within your reasonable expectation that we send you Direct Marketing Communications given the transaction or communication you have had with us, then we may also use your Personal Information and Personal Data the purpose of sending you Direct Marketing Communications which we consider may be of interest to you.

5.3 **Opt-out**

If at any time you do not wish to receive any further Direct Marketing Communications from us or others under this Section 5, you may ask us not to send you any further information about our services and not to disclose your information to other organisations for that purpose. You may do this at any time by using the “unsubscribe” facility included in the Direct Marketing Communication or by contacting us via the details set out at the top of this document.

6. **Anonymity and pseudo-anonymity**

To the extent practicable and reasonable, we will endeavour to provide you with the option of dealing with LawRight on an anonymous basis or through the use of a

pseudonym. However, there may be circumstances in which it is no longer practicable (and in some cases, impossible) for LawRight to correspond with you in this manner and your Personal Information and Personal Data may be required in order to provide you with our services or to resolve any issue you may have. For example, LawRight will require proof of your identity at the outset of your matter in order to perform appropriate conflict checks. Once we have confirmed there is no conflict, you may correspond with us by using a pseudonym.

7. Cross Border Disclosure

7.1 Cross border disclosures

Any Personal Information and Personal Data collected and held by LawRight may be disclosed to, and held at, a destination outside Australia, including but not limited to European Union, Hong Kong, Ireland, Japan, Malaysia, Netherlands, New Zealand, Singapore, South Korea, United Kingdom, and United States.

We utilise third party service providers to assist LawRight with providing our goods and services to you. Personal Information and Personal Data may also be processed by staff or by other third parties operating outside Australia who work for us or for one of our suppliers, agents, partners or related companies.

As we use service providers and platforms which can be accessed from various countries via an Internet connection, it is not always practicable to know where your information may be held. If your information is stored in this way, disclosures may occur in countries other than those listed above.

In addition we may utilise overseas IT services (including software, platforms and infrastructure), such as data storage facilities or other IT infrastructure. In such cases, we may own or control such overseas infrastructure or we may have entered into contractual arrangements with third party service providers to assist LawRight with providing our services to you.

7.2 Provision of informed consent

By submitting your Personal Information and Personal Data to LawRight, you expressly agree and consent to the disclosure, transfer, storage or processing of your Personal Information and Personal Data outside of Australia. In providing this consent, you understand and acknowledge that countries outside Australia do not always have the same privacy protection obligations as Australia in relation to Personal Information and Personal Data. However, we will take steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

The Privacy Act requires us to take such steps as are reasonable in the circumstances to ensure that any recipients of your Personal Information and Personal Data outside of Australia do not breach the privacy principles contained within the Privacy Act. By providing your consent, under the Privacy Act, we are not required to take such steps as may be reasonable in the circumstances. However, despite this, we acknowledge the importance of protecting Personal Information and Personal Data and have taken reasonable steps to ensure that your information is used by third parties securely and in accordance with the terms of this Privacy Policy.

7.3 If you do not consent

If you do not agree to the disclosure of your Personal Information and Personal Data outside Australia by LawRight, you should (after being informed of the cross border disclosure) tell LawRight that you do not consent. To do this, either elect not to submit

the Personal Information and Personal Data to LawRight after being reasonably informed in a collection notification or please contact us via the details set out at the top of this document.

8. Data security and quality

8.1 LawRight's security generally

We have taken steps to help secure and protect your Personal Information and Personal Data from unauthorised access, use, disclosure, alteration, or destruction. You will appreciate, however, that we cannot guarantee the security of all transmissions or Personal Information and Personal Data, especially where human error is involved or malicious activity by a third party.

Notwithstanding the above, we will take reasonable steps to:

- (a) make sure that the Personal Information and Personal Data we collect, use or disclose is accurate, complete and up to date;
- (b) protect your Personal Information and Personal Data from misuse, loss, unauthorised access, modification or disclosure both physically and through computer security methods; and
- (c) destroy or permanently de-identify Personal Information and Personal Data if it is no longer needed for its purpose of collection.

8.2 Accuracy

The accuracy of Personal Information and Personal Data depends largely on the information you provide to us, so we recommend that you:

- (a) let us know if there are any errors in your Personal Information and Personal Data; and
- (b) keep us up-to-date with changes to your Personal Information and Personal Data (such as your name or address).

We provide information about how you can access and correct your information in **Section 9**.

9. Access to and correction of your Personal Information and Personal Data

You are entitled to have access to any Personal Information and Personal Data relating to you which we hold, except in some exceptional circumstances provided by law (including the Privacy Act). You are also entitled to edit and correct such information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

If you would like access to or correct any records of Personal Information and Personal Data we have about you, you are able to access and update that information (subject to the above) by contacting us via the details set out at the top of this document.

10. Resolving Privacy Complaints

10.1 Complaints generally

We have put in place an effective mechanism and procedure to resolve privacy complaints. We will ensure that all complaints are dealt with in a reasonably appropriate timeframe so that any decision (if any decision is required to be made) is made expeditiously and in a manner that does not compromise the integrity or quality of any such decision.

10.2 Contacting LawRight regarding complaints

If you have any concerns or complaints about the manner in which we have collected, used or disclosed and stored your Personal Information and Personal Data, please contact us:

Email: admin@lawright.org.au

Fax: (07) 3846 6311

Address: PO Box 12217, George Street QLD 4003

Please mark your correspondence to the attention of the Privacy Officer.

10.3 Steps we take to resolve a complaint

In order to resolve a complaint, we:

- (a) will liaise with you to identify and define the nature and cause of the complaint;
- (b) may request that you provide the details of the complaint in writing;
- (c) will keep you informed of the likely time within which we will respond to your complaint; and
- (d) will inform you of the legislative basis (if any) of our decision in resolving such complaint.

10.4 Register of complaints

We will keep a record of the complaint and any action taken in a Register of Complaints.

11. GDPR

11.1 Definitions

In providing our services, or collecting and using your Personal Data, we are required to comply with the GDPR where you are a European Union resident or a United Kingdom resident.

The following defined terms have the associated meanings:

- (a) “**Data Subject**” has the meaning attributed to that term in the GDPR.
- (b) “**GDPR**”, when used in the context of European Union residents, means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April

2016 on the protection of natural persons with regard to the processing of Personal Data and on the free movement of such data, and repealing Directive 95/46/EC and when used in the context of United Kingdom residents, means the UK General Data Protection Regulation as implemented by the Data Protection Act 2018; and

(c) “**Personal Data**” means the Personal Data (having the meaning attributed to that term in the GDPR) of the Data Subjects whose data is processed for the purposes of the provision of our retail services.

11.2 **GDPR Obligations**

If you are a resident of the European Union or the United Kingdom for the purposes of the GDPR, then in addition to what is set out in **Sections** Error! Reference source not found. - **10** above, the following applies to you.

Under the GDPR, LawRight is considered a “data controller” in the provision of its services to you, and as such determines the purposes and means for processing of personal data.

In addition to your rights of access and correction as set out above, as a Data Subject you may:

- (a) (**access**) request access to your Personal Data held by LawRight;
- (b) (**rectification**) request to update or rectify any of the Personal Data that we hold about you by contacting us at the details specified above and request Personal Data updates;
- (c) (**erasure**) withdraw your consent to LawRight's use of your Personal Data as described in this policy by deletion or erasure of your Personal Data that we hold where that data is no longer required for the purpose for which it was collected;
- (d) (**restriction on processing**) obtain from LawRight a restriction on processing of your Personal Data where:
 - (e) accuracy of the Personal Data is contested;
 - (f) the processing by the processor is unlawful (and you oppose erasure but request restriction of use);
 - (g) LawRight no longer needs your Personal Data; or
 - (h) you have objected to processing pursuant to your right to object under Article 21(1) of the GDPR;
- (i) (**data portability**) request that LawRight:
 - (j) provides you with a copy of the Personal Data that LawRight holds about you in a portable and machine readable form; or
 - (k) share your Personal Data with a nominated third party.

11.3 **Exercising Data Subject rights**

If you wish to exercise any of your Data Subject rights, then please send your request in writing to the details above in section 10.2.

We will process your request promptly and in any event, within one month of receipt of receiving it.

11.4 **Complaints**

If you have any concerns in relation to LawRight collection or processing of your Personal Data, then you also have a right to complain to a supervisory authority (within the meaning of the GDPR).

12. **Consent, modifications and updates**

12.1 **Interaction of this Policy with contracts**

This Privacy Policy is a compliance document prescribed by law rather than a legal contract between two or more persons. However, certain contracts may incorporate all, or part, of this Privacy Policy into the terms of that contract. In such instances, LawRight may incorporate the terms of this policy such that:

- (a) certain sections or paragraphs in this policy are incorporated into that contract, but in such a way that they do not give rise to contractual obligations onto LawRight, but do create contractual obligations on the other party to the contract; and
- (b) the consents provided in this policy become contractual terms provided by the other party to the contract.

12.2 **Acknowledgement**

By using our website, purchasing a service from LawRight, where you have been provided with a copy of our Privacy Policy or had a copy of our Privacy Policy reasonably available to you, you are acknowledging and agreeing:

- (a) to provide the consents given by you in this Privacy Policy; and
- (b) that you have been informed of all of the matters in this Privacy Policy.

12.3 **Modifications and updates**

We reserve the right to modify our Privacy Policy as our business needs require. We will take reasonable steps to notify you of such changes (whether by direct communication or by posting a notice on our website). If you do not agree to our continued use of your Personal Information and Personal Data due to the changes in our Privacy Policy, please cease providing us with your Personal Information and Personal Data and contact us via the details set out at the top of this document.