

Privacy Policy

Petra Law

Version: 1 July 2026 (Version 1.0)

Petra Law respects your privacy and is committed to handling personal information responsibly and in accordance with applicable privacy laws, including the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy explains how Petra Law collects, holds, uses and discloses personal information; how you may access or correct it; and how you may make a privacy complaint.

1. Scope of this policy

This policy applies to personal information collected by Petra Law through its website, email, telephone, online enquiry and booking forms, video-conferencing and cloud-based systems, social-media channels, and in the course of providing legal services.

2. Personal information we collect

The personal information Petra Law collects depends on the nature of your enquiry or matter. It may include:

- your name, address, email address and telephone number;
- date of birth and identity details;
- business name, ABN, ACN and related business information;
- information about your legal matter, instructions, documents, communications and evidence;
- financial, property, employment, contractual, company, trust, estate, family or other information relevant to the legal services requested;
- payment and billing information;
- information about directors, shareholders, employees, contractors, beneficiaries, family members or other persons relevant to a matter; and
- records of communications, enquiries, appointments and instructions.

Petra Law may collect sensitive information, such as health information, criminal-record information, racial or ethnic origin, political opinions, religious beliefs, membership information or other sensitive

information, only where reasonably necessary for the legal services requested, with consent where required, or otherwise as permitted or required by law.

3. How we collect personal information

Petra Law generally collects personal information directly from you, including when you:

- contact us through the website, email, telephone or social media;
- make an enquiry, book an appointment or request a quotation;
- engage Petra Law or provide instructions;
- complete a form or provide documents, records or identification;
- communicate with us during a matter; or
- subscribe to updates or other communications.

We may also collect personal information from third parties where authorised by you, reasonably necessary for the legal services, or permitted or required by law. Depending on the matter, these third parties may include courts and tribunals, government agencies and regulators, land registries, financial institutions, insurers, accountants, other legal practitioners and professional advisers, counterparties, witnesses, experts, service providers, publicly available sources and persons otherwise involved in the matter.

If you provide personal information about another person, you should ensure you are authorised to do so and, where appropriate, that the person has been given access to this policy.

4. Why we collect, hold, use and disclose information

Petra Law collects, holds, uses and discloses personal information for purposes including:

- assessing enquiries and potential engagements;
- providing legal advice, legal services and related professional services;
- verifying identity, authority, capacity and instructions;
- communicating with clients and other persons involved in a matter;
- preparing, negotiating, executing, lodging or registering documents and transactions;
- conducting conflict checks, file administration, billing, debt recovery and practice management;
- complying with legal, regulatory, professional, ethical, insurance and risk-management obligations;

- protecting our legal rights and responding to complaints, claims or disputes; and
- maintaining and improving our website, systems and service delivery.

We will collect only information that is reasonably necessary for our functions and activities, unless collection is otherwise required or authorised by law.

5. Disclosure of personal information

Petra Law may disclose personal information for the purpose for which it was collected, for related purposes you would reasonably expect, with your consent, or where required or permitted by law.

Depending on the nature of your matter, we may disclose personal information to:

- courts, tribunals, government agencies, regulators and land registries;
- other parties to a transaction, dispute or legal proceeding and their legal representatives;
- barristers, expert witnesses, mediators, arbitrators, settlement agents, process servers and other professional service providers;
- banks, lenders, insurers, accountants, financial advisers and other advisers, where relevant and authorised;
- technology, cloud storage, communications, document-management, accounting and practice-management providers;
- our professional advisers, insurers and auditors; and
- any other person or organisation where you have authorised the disclosure or it is required or permitted by law.

Petra Law does not sell personal information.

6. AML/CTF identity verification and compliance

Where Petra Law provides a service that is regulated under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) and associated rules, we may be required to collect and verify information about you and, where relevant, beneficial owners, controllers, persons acting on behalf of a client, source of funds or wealth, and the purpose and intended nature of the proposed matter or transaction. This may include collecting copies of identity documents and information from reliable independent sources. We use this information to conduct customer due diligence, assess and manage money-laundering and terrorism-financing risks, meet record-keeping obligations, and comply with other AML/CTF obligations. We may disclose relevant information to AUSTRAC, law-enforcement agencies,

regulators or other persons where required or authorised by law. We may be unable to commence or continue a matter if required information or verification is not provided. In some circumstances, legal restrictions may prevent us from telling you about enquiries, reports or disclosures made in connection with AML/CTF obligations.

7. Direct marketing

Petra Law may use your contact details to send legal-service updates, newsletters or information about services that may be relevant to you, where permitted by law. You can opt out at any time by using an unsubscribe facility in an email or by contacting us using the details below.

8. Overseas disclosure

Petra Law may use reputable cloud-based systems and service providers that store or process information outside Australia. Where personal information is likely to be disclosed overseas, we will take reasonable steps to ensure that the information is handled in accordance with the APPs, unless an exception under the *Privacy Act 1988* (Cth) applies.

The countries in which service providers store or process information may change from time to time. Depending on the providers used, they may include New Zealand, Singapore, the United States, the United Kingdom and other locations in which those providers operate.

9. Storage and security

Petra Law takes reasonable steps to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Our safeguards may include secure office practices, password protection, multi-factor authentication, role-based access controls, secure cloud storage, encryption where appropriate, staff and contractor confidentiality obligations, backups, secure document handling and secure destruction or de-identification of information no longer required. We retain information where necessary for legal, regulatory, professional, insurance, limitation-period, AML/CTF or record-retention purposes.

No method of electronic transmission or storage is entirely secure. If you have particular security concerns, please contact us before sending sensitive information electronically.

10. Access and correction

You may request access to personal information Petra Law holds about you and request correction of information that is inaccurate, out of date, incomplete, irrelevant or misleading.

Please make an access or correction request in writing using the contact details below. We may ask you to verify your identity before acting on the request. We will respond within a reasonable period. Access may be refused in circumstances permitted by law; if so, we will generally provide written reasons.

11. Website, cookies and online enquiries

Our website may use cookies, analytics tools and similar technologies to improve website performance and user experience. These technologies may collect information such as IP address, browser type, device information, pages viewed and time spent on the website. This information may not identify you directly, but can be personal information if linked with other information.

You can usually change your browser settings to refuse cookies. Doing so may affect the functionality of the website.

Please do not send confidential, urgent or highly sensitive information through an online enquiry form unless we have agreed to receive it. Sending an enquiry does not by itself create a solicitor-client relationship.

12. Privacy complaints

If you believe Petra Law has mishandled your personal information, please contact our Privacy Officer using the details below. We will investigate the complaint and respond within a reasonable time.

If you are not satisfied with our response, you may be able to complain to the Office of the Australian Information Commissioner (OAIC). Information about the OAIC's complaints process is available at oaic.gov.au.

13. Contact details

Privacy Officer

Petra Law

Website: <https://petralaw.com.au/>

Email: enquiry@petralaw.com.au

Phone: +61 423 162 481

Postal Address: PO Box 2096, Belgrave, Victoria, 3160

You may contact the Privacy Officer to make a privacy enquiry or complaint, or to request access to or correction of your personal information. We prefer email for these requests so that we have a clear record, but you may contact us using the other details above.

14. Changes to this policy

Petra Law may update this Privacy Policy from time to time to reflect changes in law, technology, our services or our information-handling practices. The current version will be published on our website.