Cater & Blumer Pty Ltd

Australian Privacy Principle (APP) Privacy Policy

November 2026

This document explains how Cater and Blumer Pty Ltd manages your personal information.

We are required to have a Privacy Policy pursuant to the *Privacy Act 1988* (Cth) (**Act**). This Privacy Policy outlines how Cater & Blumer may collect your personal information and how we will use, record and protect that personal information.

This Privacy Policy may change from time to time.

Personal & Sensitive Information

'Personal Information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

a) Whether the information or opinion is true or not; and
b) Whether the information or opinion is recorded in a material form or not.

'Sensitive Information' includes:

a) Personal information about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices and criminal record; and
b) Health information about an individual.

What type of information will we collect?

We will collect your personal information and your sensitive information, if required. This information will most likely come from you, or agents acting on your behalf, or from anyone else we request information from about you. If we ask someone else for information about you, we will ask you for your permission first.

We will collect following personal information including but not limited to:

a) Full name;
b) Address;
c) Phone number; and
d) Email address.

We collect this information for various purposes, including:

a) Identifying you as our client;
b) Facilitating future communications;
c) Assessing our ability to represent you and other parties;
d) Evaluating our capacity to provide you with legal advice and services;
e) Provision of legal services; and
f) Communicating with you to provide legal updates and undertake marketing activities.

In addition, we may collect sensitive information relevant to your matter, which may include:

a) Medical information;
b) Financial information;
c) Tax information;
d) Cultural or family background;
e) Political, religious, or philosophical beliefs;

f) Membership in any trade or profession;
g) Criminal record or history; and
h) Information about assets you own, have owned, or intend to own.

We will only collect sensitive information when it is reasonably necessary to provide you with legal advice and to address the matters you have instructed us on.

We are also required to collect personal information when providing designated services pursuant to the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) (please refer to our AML CTF Policy on our website for more information).

What about unsolicited information?

We may occasionally receive unsolicited information about you from various sources, including:

a) An entity claiming to act as your agent;
b) Information received via telephone, facsimile, email, in-person meetings, or through our website and social media channels;
c) Another party (such as a separate party relating to your matter); or
d) Details from the electoral roll.

If we receive unsolicited information, we will, if necessary, seek to verify its accuracy with you.

What if I want to stay anonymous?

If you want to remain anonymous, we are unfortunately unable to accept instructions from you. This is because we are required to collect such information under rule 93 of the *Legal Profession Uniform Law* (NSW) and have obligations to ensure that we properly and fully identify our clients and if your matter involves other people, we will need to ensure that we are not in a position of conflict between yourself and someone else who we act for.

What do we do with your information?

We will not sell your information to anyone else. We will not disclose your information overseas unless your instructions involve dealing with parties located overseas.

If we do provide your information to someone, we will first ask for your permission to do so. Without your permission we will not provide you information to anyone, unless:

a) We are ordered by a Court to do so; or
b) We are required by law to disclose that information.

Depending on the nature of your matter, in accordance with your instructions, we may disclose your personal information include the courts, the other party or parties to litigation, experts and barristers, the Office of State Revenue, PEXA Limited (**PEXA**) the Land and Property Information Division of the Department of Lands, the Registrar General.

Where we provide personal information to PEXA (the property exchange used in New South Wales) in order to complete or process a transaction, you consent to:

a) the disclosure of your personal information to PEXA and for use in connection with an Electronic Workspace;
b) the disclosure of your personal information to other participants in the ELN (including through mobile applications provided by PEXA), an Electronic Workspace or in a Conveyancing Transaction the subject of an Electronic Workspace;
c) to the use and disclosure of your personal information by PEXA and the other participants in an Electronic Workspace or in a Conveyancing Transaction the subject of an Electronic Workspace;
d) the collection, use, handling and disclosure of your personal information, at least to the extent necessary to enable PEXA to provide its services; and
e) the disclosure of their Personal Information to a Registrar or Duty Authority.

For more information about PEXA's use of personal information, please refer to the PEXA privacy policy: www.pexa.com.au/privacy-policy

We may also disclose your personal information to other third parties involved in the completion or processing of a transaction, including but not limited to LEAP (our practice management provider), Vitrual IT (our information and communications technology service provider) and LawHawk (a document automation servicer provider for estate planning).

What reasonable steps do we take to keep your information safe?

We strive to keep your information safe by implementing reasonable steps and precautions to protect it from misuse, loss, unauthorised access, and unauthorised disclosure.

Our measures include:

a) Educating all employees on the importance of confidentiality;
b) Utilising secure usernames and passwords for our computer systems;
c) Employing anti-virus software;
d) Ensuring secure storage of archived information.

We are committed to maintaining the security and confidentiality of your information.

How do we hold your information?

We maintain some of your information in writing and some within our computer system. We use an Australian-based cloud storage system.

Records held in our computer system are password protected and backed up. Access to this system is restricted to our employees and, on occasion, to Australian-based computer technicians who are contractually obligated to maintain confidentiality.

We retain written records until your matter is completed. Once your matter concludes, most written records are converted into digital copies and the physical records destroyed. Physical records are destroyed through shredding. We may destroy digital copies after seven (7) years.

Certain physical records may be held in our Safe Custody System. These records will be retained indefinitely, in accordance with the Legal Profession Act, the New South Wales Law Society guidelines, and your instructions. Access to these records is limited to our employees.

You may collect these documents at any time during your lifetime, provided we can verify your identity. After your passing, these documents will become part of your Estate.

What if the information we hold is incorrect?

If you believe that the information we have collected about you is incorrect, please advise us immediately. You can request access to your information at any time by contacting the person you have been dealing with or any of our employees. Often, a simple phone call to our office will suffice to correct any inaccuracies.

If you have a privacy complaint, we encourage you to let us know. Please direct your complaint to our Client Engagement Manager. Upon receiving your complaint, we will provide a written response as soon as practicable, but usually within 30 days.

You can submit your complaint using one of the following methods:

By email: griffith@caterandblumer.com.au

By telephone: (02) 6966 7700