

RVG LAW LIMITED - PRIVACY POLICY

This policy sets out how we will collect, use, disclose and protect your personal information.

We are required to comply with the Privacy Act 2020.

Personal information

Personal information is information about an identifiable individual. We collect information from you in order to provide our services and to meet our legal obligations. We may (without limitation) collect the following personal information about you:

- Name
- Address
- Email address
- Phone number
- Date of birth
- Work information (where you work, your job title)
- Billing information (your billing address, bank account details)
- Copies of your identification documents (passport and driver's licence)

Purposes for which we use your personal information

We collect information about you whenever you interact with us.

Personal information we collect and hold may be used by us (as applicable):

- to represent and advise you (if you are the client) or to represent and advise the client (if you are representing the client)
- for dealing with commercial or legal conflicts
- to comply with our legal obligations.

We may also use personal information (as applicable):

- for sending you RVG Law publications and invitations to functions
- to provide you with access to our client portal
- for internal business purposes such as invoicing and receipting, making payments to you or on your behalf and debt recovery (which may involve disclosing information to debt collectors)
- for specific purposes we tell you about or you authorise.

We may not be able to properly advise you or provide you with the information or other services you require if you do not provide us with necessary personal information when requested to do so.

Legal basis for the collection of your personal information

We process your personal information based on your written or oral consent. You may withdraw your consent at any time. The withdrawal of consent will not affect the lawfulness of processing based on consent before its

withdrawal. The withdrawal of your consent may in some instances mean we can no longer act for you, where that information is required to fulfil our legal obligations.

Disclosures

We may need to disclose personal information to third parties (including other entities or individuals who assist us in providing services and/or who can require us to supply your personal information, including Department of Internal Affairs, Financial Markets Authority, Land Information New Zealand, Inland Revenue) in the course of acting for or advising you (if you are the client) or the client (if you are representing the client).

We may disclose personal information if:

- it is required or authorised by you
- it is required or authorised by law or the Law Society's Rules of Professional Conduct
- it is required by law.

Protecting your personal information

Our practice management system is a cloud-based server. The data entered is stored securely in a database and is only accessible to persons we have authorised to use the database. There is no way to fully secure data transmission or information accessible through the internet however we will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

Updates to this policy

We reserve the right to update this Privacy Policy from time to time. Any change we make applies from the date the updated Privacy Policy is posted on our website.

Contacting RVG

We will inform you as soon as we are able to after we become aware of a data breach. You can ask for a copy of any personal information we hold about you and to ask for it to be corrected where you this is necessary.

If you would like a copy of your information or to have it updated, transferred or deleted please contact admin@rvg.nz. Alternatively, we can be contacted as follows:

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