

## EN—SEMBLE PRIVACY POLICY

### Introduction

This page sets out the Privacy Policy of Isabella Kate Royce trading as EN—SEMBLE Law (ABN 90 491 815 365) (referred to as **EN—SEMBLE**, **we**, **us**, or **our**).

We are committed to protecting your privacy and handling your personal information with care. We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), which set out how personal information must be collected, used, stored and disclosed.

This Privacy Policy explains how we manage your personal information when you engage us, visit our website, or interact with us in any way.

By providing personal information to us, you agree to its handling in line with this Policy.

If you ever have questions or concerns about your privacy, please contact us using the details at the end of this policy.

### 1. What ‘personal information’ means

In this Privacy Policy, “*personal information*” means any information or opinion that identifies you or could reasonably identify you. This includes things like your name, contact details, date of birth, financial or employment information, details about your legal matter, identification documents, and any other information that is reasonably linked to you. It also includes “*sensitive information*”, such as health information or information about your background or personal circumstances, which we only collect where necessary and permitted by law.

### 2. What personal information we collect

The types of personal information we may collect include:

- Your name and contact details (address, phone number, email)
- Date of birth or identification details where needed for your matter
- Information about your legal issue or circumstances
- Financial, business or employment information relevant to your matter
- Information we need to verify your identity (e.g., driver licence or passport details)
- Payment information (not stored by us if you pay via third-party platforms)
- Communications between you and us (emails, letters, file notes)
- Website usage information such as your IP address or browser type

Because we provide legal services, we may also handle **sensitive information**, such as health information or information about a person’s background or personal relationships. We only collect this information where it is directly relevant to your legal matter and where you consent or the law allows us to collect it.

We do not intentionally collect personal information of individuals under 18 unless it is necessary for a legal matter. In those cases, we will assess whether the young person can give informed consent or seek consent from a parent or guardian.

### 3. How we collect personal information

We may collect personal information in several ways, including when you:

- Contact us by phone, email or via our website
- Engage us to provide legal services
- Complete forms or provide documents during your matter

- Communicate with us on social media (including LinkedIn and Instagram)
- Use our website or online tools, where cookies or analytics may capture basic technical data
- We may also receive information from third parties where relevant to your matter, including other law firms; government agencies; accountants; financial advisers or other professional advisers; opposing parties or representatives; courts, tribunals, or regulators; and publicly available sources.

#### **4. Why we collect your personal information**

We collect and use your personal information to:

- Provide legal advice and services to you
- Communicate with you about your matter
- Manage and administer our practice (including billing)
- Comply with legal and professional obligations
- Improve our website, services and client experience
- Send you updates or insights (you may unsubscribe at any time)
- Assess employment applications, if applicable

If you choose not to provide certain information, we may not be able to act for you or provide the level of service you require.

#### **5. Sharing your personal information with third parties**

As a normal part of providing legal services, we may share your personal information with trusted third parties, including:

- Barristers, mediators or experts engaged for your matter
- Courts, tribunals, government bodies or regulators
- Other parties involved in your matter and their legal representatives
- Professional advisers such as accountants or financial specialists
- Document management services, IT providers and secure cloud-storage platforms
- External service providers that assist us with administration or compliance

We ensure that third parties only receive the information they need and that they handle it securely and in accordance with applicable privacy laws.

We do not sell your personal information or allow third parties to use it for their own marketing.

#### **6. Overseas disclosure**

Some of our technology or storage providers may be located outside Australia. If personal information is transferred overseas, we take reasonable steps to ensure that the recipient will handle it in a manner consistent with Australian privacy law.

If your specific legal matter requires overseas disclosure, we will discuss this with you where appropriate.

#### **7. Keeping your information secure**

We take reasonable steps to ensure your personal information is secure and protected from misuse or unauthorised access. Our information technology systems are password protected, and we use a range of administrative and technical measures to protect these systems. However, we cannot guarantee the security of your personal information.

#### **8. Accessing or correcting your personal information**

You may request access to the personal information we hold about you, or ask us to correct it if it's inaccurate, incomplete or out of date.

To make a request, please contact us using the details below. We may ask you to verify your identity for your security. In rare cases where we cannot provide access, we will explain why.

We aim to respond to all requests within a reasonable timeframe.

## **9. How long we keep your information**

As a law firm, we are required to retain client records for a minimum period (usually 7 years after a matter is completed). After this time, we securely destroy or de-identify your information unless the law requires us to keep it longer.

Information collected for employment applications is destroyed if your application is unsuccessful.

## **10. Complaints**

If you have concerns about how we have handled your personal information, please contact us. We take all privacy complaints seriously and will investigate promptly.

If you are not satisfied with our response, you can contact the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.

## **11. Contact Us**

For questions, requests or privacy concerns, please contact:

Isabella Royce

Email: [hello@en-semble.com.au](mailto:hello@en-semble.com.au)

Website: [www.en-semble.com.au](http://www.en-semble.com.au)

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