

YODOLAW PRIVACY POLICY

This Privacy Policy applies to all personal information collected by Youdolaw Pty Ltd as trustee for the Youdolaw Unit Trust ("**Youdolaw**") (ABN 97 684 405 830) via the website located at www.youdolaw.com.au ("**Website**").

1. This Privacy Policy forms part of, and is subject to the provisions of our Website Terms and Conditions of Use ("**Terms**") and any references to Products and/or Services, Third Parties or any other defined terms in this policy are as defined by the Terms, unless otherwise defined in this policy documents.
2. **What is "personal information"?**
 - a. The Privacy Act 1988 (Cth) currently defines "personal information" as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
 - i. whether the information or opinion is true or not; and
 - ii. whether the information or opinion is recorded in a material form or not.
 - b. If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as "personal information" and will not be subject to this privacy policy.
3. **Changes to this Privacy Policy**
 - a. From time to time, it may be necessary for us to amend this Privacy Policy. Any changes will be in accordance with any applicable requirements under the Privacy Act and the Australian Privacy Principles. We may notify you about changes to this Privacy Policy by posting an updated version on this site. If you require any further information about the Privacy Act and the Australian Privacy Principles, you can visit the Australian Information Commissioner's website (see <https://www.oaic.gov.au/>).
4. **What information do we collect?**
 - a. The kind of personal information that we collect from you will depend on how you use the website. The personal information which we collect and hold about you may include:
 - i. Full name
 - ii. Email address
 - iii. Preferred username
 - iv. Mailing address
 - v. Telephone number
 - vi. Login credentials
 - vii. Password
 - b. Information relating to your Divorce Document relating to you, your former spouse, your children and any other party relevant to your divorce document (for example, a translator, family member or friend). This information includes but is not limited to:
 - i. full name;
 - ii. country of birth;
 - iii. occupation;
 - iv. residential address and/or address for service;
 - v. citizenship status and any related supporting document;
 - vi. information contained in a marriage certificate and/or change of name certificate;
 - vii. court documents relating to your divorce application such as Court Orders, Financial Agreements, Intervention Orders, Parenting plans;

- viii. date of separation and other personal details regarding the separation, including but not limited to, period living under the same roof, reconciliation, child support, finances (for example daily living expenses and income), intimacy, lifestyle; and
 - ix. any and all other relevant information that you share with us or that we require you to provide regarding your divorce application to enable you to use our Services and purchase our Products.
- c. We may also collect sensitive information, including health information, about you. We will only collect sensitive information if you have consented when using our Website, or if the collection is otherwise in accordance with the Privacy Act. For instance, where the collection of sensitive information is required for you to complete the purchase of our Products/Services.
- d. If you do not provide us with personal information that we request, we will not be able to provide our Products/Services to you.

5. How we collect your personal information

- a. We may collect personal information from you whenever you input such information into the website, including when you:
 - i. purchase any Products/Services through this Website;
 - ii. post evaluations, forum or chat room messages or comments in any areas of this Website that allow user-generated content;
 - iii. complete an online contact form to get in touch with us or any Third Party;
 - iv. complete an online questionnaire to purchase a Product or Service;
 - v. provide us with information over the phone;
 - vi. fill out an application for a marketing campaign or competition; or
 - vii. send us an email or other communication.
- b. We also collect cookies from your computer which enable us to tell when you use the Website and also to help customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies. Cookies help us make our website's content more comprehensible and efficient, as well as prevent you from receiving the same information from us more than once. Most internet browsers are set up to accept all cookies by default, but you can alter your browser's settings to refuse all cookies or to alert you each time a cookie is delivered to your computer, giving you the option of accepting or rejecting it.
- c. Through this website, Third Parties might occasionally place cookies, for instance:
 - i. de-identified information from cookies regarding how long users stay on our site and the pages they visit may be used by Google Analytics, one of the most widely used and reputable internet analytics tools;
 - ii. Third-party social media applications (such as Facebook, Twitter, LinkedIn, Pinterest, YouTube, Instagram, etc.) may use cookies in order to facilitate various social media buttons and/or plugins in this Website; and
 - iii. Google AdSense, one of the most well-known and reliable website advertising solutions, may use cookies in order to serve more relevant advertisements across the web and limit the number of times that a particular advertisement is shown to you.
- d. You can withdraw from the collection of that information via Google Analytics by downloading the [Google Analytics Opt-out Browser Add-on](#). Google's privacy policy can be found [here](#).
- e. IP addresses may potentially be gathered by our Website. Computers are given IP addresses on the internet in order to be uniquely identified within the global network. In order to provide internet session management services and for security reasons, we collect and manage IP addresses. For security reasons and to aid in preventing and identifying

any misuse of, or fraudulent activity involving, this Website, we may additionally collect and use web log, computer, and connection information.

6. Purpose of collection

- a. The purpose for which we collect personal information is to provide you with the best service experience possible on the Website.
- b. We customarily disclose personal information only to our service providers who assist us in operating the Website. Your personal information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.
- c. By using our Website, you consent to the receipt of direct marketing material. We will only use your personal information for this purpose if we have collected such information direct from you, and if it is material of a type which you would reasonably expect to receive from us. We do not use sensitive personal information in direct marketing activity. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature.

7. How we use your personal information

- a. Your personal information may be used by us in order to:
 - i. verify your identity;
 - ii. assist you to purchase orders, Products or Services through our Website;
 - iii. to deliver products and Services to you;
 - iv. process any purchases of Products/Services that you may make through our Website, including charging, billing and collecting debts;
 - v. respond to any queries or feedback that you may have;
 - vi. conduct appropriate checks for credit-worthiness and for fraud;
 - vii. prevent and detect any misuse of, or fraudulent activities involving this site;
 - viii. conduct research and development in respect of our services;
 - ix. to publish feedback on our Products and Services (on an anonymised basis unless consent is otherwise provided);
 - x. gain an understanding of your information and communication needs or obtain your feedback or views about our Products/Services in order for us to improve them;
 - xi. maintain and develop our business systems and infrastructure, including testing and upgrading of these systems; and/or
 - xii. if you have been referred to us by a third party, to allow the third party to manage their relationship with you, and
 - xiii. for any other purpose for which you have provided consent and/or is reasonably considered necessary or desirable by us in relation to the operation of our business.
- b. We occasionally send emails to our clients with news, information, and deals about our Products/Services. We may also gather personal data about you in order to market and advertise our Products/Services to you. This is done in order to keep you informed about our Products/Services, and special deals we think you'll appreciate. These offers might even last after you stop buying our Products/Services from us. Please let us know if you would prefer not to receive any advertising or other materials from us, and we will abide by your wishes. If you change your mind, you can unsubscribe from these communications at any time.

8. Disclosure of your personal information

- a. We may share your personal information among Third Parties (as defined by the Terms), and/or a Law Firm in order to provide the Products/Services you purchase from us or for

the reasons outlined in this Privacy Policy. Your personal information may occasionally be given to outside organisations for the same purpose, and for them be able to carry out:

- i. the Third Party Services (as defined in the Terms);
 - ii. client enquiries;
 - iii. mailing systems;
 - iv. billing,
 - v. payment and debt-recovery functions;
 - vi. information technology services;
 - vii. marketing,
 - viii. telemarketing and sales services;
 - ix. market research; and
 - x. website usage analysis.
- b. We may also disclose your personal information to:
- i. the Form Provider as defined in clause 13(a) as “Typeform”;
 - ii. your authorised representatives or legal advisers (when requested by you to do so);
 - iii. credit-reporting and fraud-checking agencies;
 - iv. credit providers (for credit-related purposes such as creditworthiness, credit rating, credit provision and financing);
 - v. our professional advisers, including our accountants, auditors and lawyers;
 - vi. government and regulatory authorities and other organisations, as required or authorised by law;
 - vii. organisations who manage our business strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our business risk and funding functions; and the police or other appropriate persons where your communication suggests possible illegal activity or harm to others;
 - viii. our third-party partners (or prospective partners, including Australian and global not-for-profit organisations) in circumstances where they have referred you to us, you have used a discount code provided by them to their members or supporters, or you have named them as a gift recipient in any purchase of our Products/Services on our platform;
 - ix. to a third party for the purpose of an actual or proposed merger or acquisition, or for entering into a referral arrangement; and
 - x. cloud service-providers which may be located overseas.
- c. We make reasonable efforts to ensure that these organisations are subject to confidentiality and privacy duties with regard to the security of your personal information before disclosing your personal information to them, and exclusively in connection with this Website.

9. Access and correction

- a. Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us as set out below.
- b. Please promptly notify us via the this email hello@youdolaw.com.au of any changes to your information to ensure that your personal information is correct and current.

- c. All requests for access to personal information will be handled as soon as we can. Prior to responding, it can take longer if you ask for a lot of information or information that isn't currently in use. If retrieving your information incurs a costs to us, we may charge you for access; however, we will never charge you for submitting an access request. In rare circumstances, we reserve the right to deny access to any personal data we may hold about you. This might apply to situations where granting you access would:
 - i. be unlawful (for instance, if one of our contractual counterparties asserts legal professional privilege over a record containing personal information about you),
 - ii. have a disproportionate unreasonable impact on another person's privacy, or
 - iii. prejudice an enquiry into illegal activity.
- d. In cases where the personal information is relevant to ongoing or upcoming legal proceedings and cannot be obtained through the discovery process, we have the right to deny access. If we decline to provide you access, we will explain our decision to you.
- e. Any erroneous, incomplete, or out-of-date personal information we may have about you can be changed by us. This could come up during the review of your Divorce Document for completeness (for instance, if an address is spelt incorrectly or there are grammatical or spelling issues in the Divorce Document population). Prior to signing, executing and filing your Divorce Document you must make sure that you are happy with it after receiving it.

10. Security & Retention

- a. Youdolaw takes every precaution to secure the personal information and any documents that we collect from loss, misuse, and unauthorised access, modification, or disclosure. The majority of information is kept as electronic records that can only be accessed by Youdolaw. We will take all reasonable steps to ensure that any Third Party (as defined by the Terms) who has access to your personal information are subject to applicable contractual requirements regarding the information's protection, disclosure, and use.
- b. Your personal information and any documents that you provide to us as part of the Services and/or Products that you purchase from us are typically kept for seven years. We shall permanently discard or de-identify the information (to the best of our ability, including archiving our records) if it is no longer required by us for the purpose for which it was obtained or if it is no longer required by law to be kept.
- c. Subject to meeting any legal, financial, or reporting requirements, we will only store your data as long as it is required for the purposes for which it was obtained. Your data will either be entirely erased or anonymized at the conclusion of any retention period (for example, by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning). You may ask us to erase your information under certain conditions.
- d. Firewalls, anti-virus software and email filters, as well as passwords, protect all of our electronic information. Likewise, we take all reasonable measures to ensure the security of hard-copy information.
- e. This policy binds all Youdolaw employees. These same employees are also bound by confidentiality requirements.
- f. In Australia, if we have reason to believe that a data breach has taken place, we must conduct an investigation into the circumstances of the suspected breach within 30 days of learning of its existence. Where it is ascertained that a breach has actually occurred and where required by law, we will notify the Privacy Commissioner and affected individuals in accordance with our legal requirements.

11. Third Party Websites

- a. In the event that you navigate through from this Website to a Third Party website, please ensure that you to read the privacy statement of the site you are visiting. Youdolaw does not take any liability for the content of any other websites; this Privacy Policy only applies to this Website.

- b. We may use the Google AdWords and/or Facebook re-marketing services (amongst others) to advertise on third party websites to previous visitors to this site based upon their activity on this site. This allows us to tailor our marketing to better suit your needs and to only display advertisements that are relevant to you. Such advertising may be displayed on a Google search results page or a website in the Google Display Network or inside Facebook. Google and Facebook may use cookies and/or pixel tags to achieve this. Any data so collected by Google and/or Facebook will be used in accordance with their own respective privacy policies. None of your personal Google and/or Facebook information is reported to us. You can set preferences for how Google advertises to you using the [Google Ads Settings](#). Facebook has enabled an AdChoices link that enables you to opt out of targeted advertising.
- c. Third parties with external data centres, such as Google Analytics, Microsoft Azure, Amazon Web Services, Apple, Typeform etc., and online relationship management tools, may store or otherwise process the information we gather about you. We believe that gathering and using this information in this manner is necessary to further our legitimate interests in a way that is not significantly detrimental to your rights, freedom, or interests (such as to analyse how our clients use our services, improve our services, and expand our business).
- d. We require that all Third Parties that serve as "data processors" for us offer sufficient assurances, put in place suitable technical and organisational safeguards to protect your data, only process personal data in accordance with specified purposes, and comply with all applicable laws and have committed themselves to confidentiality.

12. Complaint procedure

- a. If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us via hello@youdolaw.com.au. All complaints will be considered by a representative of Youdolaw and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

13. Overseas transfer

- a. Your personal information may be transferred to a Form Provider. The Form Provider is currently known as "Typeform". Typeform is an online forms tool which enables us to collect your personal information from you and integrate that into the Divorce Document (as defined in the Terms) that you purchase from our Website. Typeform is an overseas Form Provider located in Barcelona. Typeform has data protection laws which protect personal information in a way which is at least substantially similar to the Australian Privacy Principles, and there will be mechanisms available to you to enforce protection of your personal information under that overseas law. In the circumstances, we do not require the overseas recipients to comply with the Australian Privacy Principles and we will not be liable for a breach of the Australian Privacy Principles if your personal information is mishandled.

14. How to contact us about privacy

- a. If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us through our "About Us" Page or by email at hello@youdolaw.com.au.