Privacy and Security Policy

This Privacy and Security Policy outlines how Totara Law ("we", "our", "us") will collect, use, store, and protect your personal information in compliance with the Privacy Act 2020 and other applicable laws in New Zealand. By engaging our services, you agree to the terms of this policy.

1. Collection of Personal Information
We will collect personal information from you only to the extent necessary to provide legal services and fulfil our obligations under this engagement. This may include, but is not limited to, your name, contact details, and any other information relevant to your legal matter. We will inform you of the purpose of collecting your personal information, and whether providing the information is mandatory or voluntary. If mandatory, we will explain the consequences of not providing the requested information.

2. Use and Disclosure of Personal Information
Your personal information will be used solely for the purposes of providing legal services to you and fulfilling our legal and professional obligations. We will not disclose your personal information to third parties without your consent, except where required by law, court order or our professional obligations and AML/CFT Regulations.

3. Data Security
We are committed to ensuring the security of your personal information. We will take reasonable steps to protect your information from unauthorised access, use, or disclosure. This includes implementing secure electronic storage systems, encryption, and access controls. If we use third-party service providers, such as cloud storage providers, we will ensure they comply with privacy and security standards equivalent to those in New Zealand.

4. Retention and Disposal of Information
We will retain your personal information only for as long as necessary to fulfil the purposes for which it was collected or as required by law. Once the information is no longer needed, we will securely dispose of it in accordance with our data retention and destruction policies.

5. Access and Correction
You have the right to access the personal information we hold about you and to request corrections if you believe the information is inaccurate or incomplete. Please contact us in writing to make such a request.

6. Privacy Breaches
In the event of a privacy breach involving your personal information, we will take immediate steps to mitigate any harm and notify you and the Office of the Privacy Commissioner if the breach is deemed notifiable under the Privacy Act 2020. We will also provide guidance on any steps you may need to take to protect yourself.

7. Outsourcing and Third-Party Providers
If we outsource any services or use third-party providers, such as for cloud storage or anti-money laundering compliance, we will ensure that these providers adhere to strict confidentiality and privacy standards.

8. Updates to this Policy
We may update this Privacy and Security Policy from time to time to reflect changes in legal or regulatory requirements or our practices. The latest version of this policy can be found on our website.

Contact Information

If you have any questions or concerns about this Privacy and Security Policy, please contact us at:

p. 09 827 5907
e. office@totaralaw.co.nz
w. www.totaralaw.co.nz

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