

Website Privacy Policy — Pollock Ingram Solicitors (Queensland, Australia)

This Website Privacy Policy explains how Pollock Ingram Holdings Pty Ltd CAN 672 607 484 (ABN 60 672 607 484) of 2 First Avenue, Caloundra, Queensland collects, uses and discloses Personal Information when you visit or interact with our website at [website URL](#), including any contact/enquiry forms, newsletter sign-ups and client portals linked from the Site. It is prepared having regard to the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy covers website-related handling only. For information about how we handle client information in legal matters, please refer to our Firm Privacy Policy.

1. What We Collect Through the Site

- Contact and enquiry data: name, email, phone, organisation, and the content of your message when you submit forms or subscribe to updates.
- Usage and device data: IP address, browser type, operating system, device identifiers, pages viewed, time on page, referral URLs.
- Cookies and similar technologies: identifiers that enable core functionality, remember preferences, and support analytics and marketing.
- Marketing preferences: newsletter subscriptions and event registrations.

Sensitive Information is not sought through the Site. Please do not include Sensitive Information in web forms unless requested securely.

2. How We Collect

- Directly from you when you submit forms, subscribe, register for events, or otherwise provide details.
- Automatically via cookies, pixels, tags, SDKs and server logs when you browse the Site.
- From third-party analytics and marketing tools embedded on the Site.

Anonymous browsing is available; however, certain features (e.g., form submissions) require contact details.

3. Why We Collect and Use Website Data

- To respond to enquiries and provide information about our services and events.
- To operate, maintain, secure and improve the Site, including troubleshooting, analytics and performance monitoring.
- To send legal updates, insights and invitations where you have subscribed or where permitted, with opt-out available at any time.
- To detect, prevent and investigate security incidents, fraud or misuse.
- To comply with legal obligations and exercise or defend legal claims.

If you do not provide requested contact details in forms, we may be unable to respond to your enquiry or complete your subscription or registration.

4. Cookies, Analytics and Online Advertising

- Essential cookies: required for Site operation (cannot be switched off in our systems).
- Performance/analytics: e.g., Google Analytics, to understand aggregate usage. Data is de-identified for reporting. For how Google uses data: www.google.com/policies/privacy/partners/.
- Preference/functionality cookies: remember choices (e.g., form field persistence).
- Advertising/remarketing (if enabled): e.g., Google Ads/Meta Pixel, to measure campaign effectiveness or deliver ads based on your interests. You can manage ad preferences via:
 - Google Ads Settings: adssettings.google.com
 - Meta (Facebook) Ads Preferences: www.facebook.com/adpreferences

Managing cookies: You may refuse or delete cookies via browser settings. Blocking some cookies may affect Site functionality. If a consent banner is presented, you can adjust cookie settings there. The Site does not currently respond to “Do Not Track” signals.

If your firm does not use remarketing, state: “We do not use behavioural advertising or remarketing pixels on this Site.”

5. Disclosure of Website Data

We may disclose website-derived Personal Information to:

- IT, hosting, content delivery network, email and marketing service providers.
- Analytics and measurement providers (e.g., Google).
- Event platforms and newsletter distribution services.
- Our professional advisers (for website operations and compliance).
- Law enforcement, regulators or courts if required or authorised by law.

Disclosures are limited to what is reasonably necessary for the purpose and subject to contractual safeguards where appropriate.

6. Overseas Disclosure

Your Personal Information may be stored or processed in Australia and in other countries where we or our service providers operate. We take reasonable steps to protect it, but overseas laws may differ and offer less protection than Australian law.

By using the Site or providing your details, you agree to these cross-border transfers, processing and storage. Where required, we will ensure appropriate safeguards, rely on a Privacy Act exception, or obtain your consent. For likely countries, contact us at office@pollockingram.com.

7. Direct Electronic Marketing (Website Subscriptions)

We comply with the Spam Act 2003 (Cth). Electronic messages will identify the sender and include a functional unsubscribe. You can opt out at any time via the unsubscribe link or by contacting us at office@pollockingram.com. We do not use Sensitive Information for marketing without explicit consent.

8. Security and Retention (Website Data)

Reasonable technical and organisational measures are used to protect website data from misuse, interference, loss and unauthorised access, modification or disclosure, including HTTPS, access controls, MFA (where applicable), encryption in transit and vendor due diligence.

Website enquiry records and subscription data are retained only as long as needed for the stated purposes or as required by law, and then securely deleted or de-identified. Typical timeframes:

- Enquiry form submissions: 12 months unless they progress to a client matter.
- Newsletter subscriber data: retained until you unsubscribe or we cease the newsletter.

9. Third-Party Links

The Site may link to third-party websites or embedded content. Those sites are not controlled by us. Review their privacy policies before providing information.

10. Complaints

Send website privacy complaints to the Privacy Officer with details of your concerns. We will acknowledge and respond within a reasonable period (usually within 30 days). If unsatisfied, you may contact the Office of the Australian Information Commissioner (OAIC):

- www.oaic.gov.au
- 1300 363 992
- GPO Box 5218, Sydney NSW 2001

11. Changes to This Website Policy

This policy may be updated from time to time. The current version will be posted on the Site with the effective date. Continued use of the Site after updates indicates acceptance of the revised policy.