

Privacy Policy - Taylors Solicitors

Version 1 - Updated June 2026

Why we have this Policy

We are required to comply with anti-money laundering and counter-terrorism financing laws (AML laws).

These laws require us to collect certain information about our clients before providing some legal services.

This policy explains:

- what information we collect;
- why we collect it;
- how we use and protect it;
- how long we keep it; and
- your rights.

We only collect information that is reasonably necessary to comply with AML laws and provide legal services.

If we cannot collect the required information, we cannot provide certain legal services to you.

What information we collect

The information we collect depends on the legal service we are providing.

Some services, like buying and selling property, are “designated services” under AML laws. This is because they involve moving money or property. This is considered higher risk for money laundering.

In those cases, we collect information to confirm your identity. We may also collect information about where you got your money from for the purchase, and other information to confirm you are not laundering money or financing terrorism.

We may collect your:

- full name;
- date of birth;
- residential address;
- contact details (phone and email);
- tax file number;
- passport number;
- driver licence number;
- expiry dates of identification documents; and
- information about whether you're a politically exposed person.

In all other matters, we only collect what we need to act for you.

We do not collect photocopies of identity documents for AML purposes. However, we may collect photocopies of your identity documents for other reasons.

For companies, trusts and other entities, we also collect information about directors, shareholders, trustees, beneficiaries and other controlling persons.

Sensitive Information - Politically Exposed Persons

Some information is considered sensitive. This information receives a higher level of protection.

This includes information about whether you are a politically exposed person.

A politically exposed person is a person who holds, or has held, a prominent public position, including:

- a member of parliament;
- a senior government official; or
- a senior judicial officer.

We ask whether you are a politically exposed person because politically exposed persons are considered higher risk for money laundering under government rules.

To collect this information, we will ask you if you are politically exposed. We will also conduct checks to confirm this.

These checks include:

- online searches (such as Google searches);
- reviewing publicly available information and articles; and
- checking sanctions lists, including the DFAT Consolidated List of designated persons and entities, to determine whether a person is subject to sanctions or restrictions.

We conduct police checks where required by law or where necessary for AML compliance.

This process is required for regulatory compliance and does not imply any wrongdoing.

Adverse Media Checks

As part of our AML obligations, we use publicly available information to help assess risk.

This includes information such as news articles, online publications and other publicly available sources.

We use this information to identify any adverse media that may indicate a higher risk under AML laws. This may include links to terrorist organisations, serious criminal activity or fraud.

We do not use this information to make assumptions about wrongdoing. It is used only for compliance and risk assessment purposes.

How we collect information

Where possible, we collect information directly from you.

We do this when you:

- meet with us;
- complete forms;
- provide identification information; or
- communicate with us by phone, email or online.

We also collect information from:

- government databases;
- publicly available sources, such as online searches and publicly available articles.

We have internal procedures in place to ensure we comply with privacy and AML obligations.

How we use your information

We use your information to:

- verify your identity;
- comply with AML laws;
- assess risk;
- determine if you are a politically exposed person and/or are subject to adverse media risk;
- provide legal services; and
- manage your matter.

We take steps to ensure information we hold is accurate, complete and up to date.

If an identification document is expired, we cannot use it for verification purposes.

We do not use personal information for marketing unless you have consented.

Sharing your information

We disclose your personal information only where required or authorised by you and/or the law.

We may disclose your information to:

- government agencies and regulators;
- banks and financial institutions (where required or authorised);

- persons authorised by you to receive the information (such as your lawyer or financial advisor).

We may not seek your permission before sharing your personal information in some situations. For example, if a government agency is investigating you and we are required by law to hand over the information without asking for your permission first, we will comply with this.

We do not disclose personal information to overseas recipients unless required by law or with your express consent. We take particular care not to release your personal information to countries that are sanctioned by certain international bodies, such as North Korea, Iran and Myanmar.

How we protect your information

We take reasonable steps to protect your personal information by:

- using secure systems and password protection;
- maintaining secure storage of physical files;
- updating software and security systems; and
- requiring all staff at Taylors Solicitors to complete training on data security.

How long we keep your information

We keep your AML-related personal information for as long as is required to demonstrate we have complied with AML laws. (This is our legal requirement.)

We securely delete or destroy your information when it is no longer required.

We retain other legal file records (including file notes, correspondence and legal documents) for seven (7) years in accordance with legal and professional obligations.

After seven (7) years, we securely destroy or delete these records unless we are required to retain them for a longer period.

Data breaches

We maintain a data breach response plan.

If a data breach is likely to result in serious harm, we notify affected clients and the Office of the Australian Information Commissioner (OAIC).

Our response process includes:

- assessing the nature and risk of the breach;
- containing the breach;
- investigating the cause;
- seeking support from our data safety provider and relevant professional advisors (such as the Queensland Law Society); and
- implementing steps to prevent recurrence.

Access to your information

You have the right to access the personal information we hold about you.

To request access, you must:

- make your request in writing;
- provide sufficient information to identify the records requested; and
- provide proof of identity where required.

We aim to respond to access requests within a reasonable time.

We refuse access where required or permitted by law, including where providing access would prejudice a law enforcement investigation.

If access is refused, we provide reasons (unless the law prevents us from disclosing this) and we explain how you can make a complaint.

Correcting your information

We take reasonable steps to ensure the information we hold is accurate, complete and up to date.

If you believe any information we hold is incorrect, you may request correction.

We correct information where we are satisfied it is inaccurate, out of date, incomplete or misleading.

Anonymity and pseudonymity

AML laws require us to identify you before providing certain legal services.

If we cannot identify you, we cannot provide services unless you provide identification information.

Complaints

You may complain if you believe we have breached the Australian Privacy Principles (APPs).

If you have a complaint, you must first contact us using the details below.

We will respond and attempt to resolve your complaint.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Updates to this Policy

We may update this Privacy Policy from time to time. The updated version will be available on our website and will apply from the date it is published.

Contact Details

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