

Privacy Policy

Last updated: 29 July 2026

At MLS LEGAL, trust is at the heart of everything we do. Whether you are buying your first home, selling an investment property, leasing commercial premises or seeking legal advice, we understand that you are entrusting us with highly personal and confidential information. Protecting that information is fundamental to the legal services we provide.

This Privacy Policy explains how MLS LEGAL Pty Ltd ("MLS LEGAL", "we", "our" or "us") collects, holds, uses and discloses your personal information in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles and any other applicable Australian privacy laws.

By using our website or engaging our services, you acknowledge that your personal information will be handled in accordance with this Privacy Policy.

Our Commitment

As Australian legal practitioners, we are bound by strict professional and ethical obligations of confidentiality. Respecting your privacy is an important part of those obligations. We only collect personal information that is reasonably necessary to provide legal services, comply with our legal obligations and operate our practice effectively.

The Information We Collect

The personal information we collect will depend on the nature of your matter. It may include your name, contact details, residential and postal address, date of birth, identification documents, financial information relevant to your transaction, information relating to property or commercial matters, communications between you and our office, documents you provide to us and information collected when you use our website.

Where required by law, including under Australia's Anti-Money Laundering and Counter-Terrorism Financing legislation, we may also collect additional information to verify your identity, understand the nature of a transaction or satisfy other regulatory obligations.

How We Collect Your Information

Most personal information is collected directly from you when you contact our office, engage our services, complete forms, send us documents or communicate with us by telephone, email or through our website.

We may also collect information from third parties where authorised or required, including mortgage brokers, lenders, real estate agents, government authorities, Land Use Victoria, Revenue Victoria, PEXA, identity verification providers and other professionals involved in your transaction.

Why We Collect Your Information

We collect and use personal information to provide legal advice and legal services, manage property and commercial transactions, verify your identity, communicate with you throughout your matter, comply with our legal and professional obligations, administer our trust account, meet our obligations under the Anti-Money Laundering and Counter-Terrorism Financing regime, improve our services, maintain the security of our systems and respond to enquiries.

We will only use your personal information for the purpose for which it was collected or for another purpose permitted by law.

Disclosure of Personal Information

In providing legal services, we may disclose your personal information to third parties where reasonably necessary. This may include government authorities, Land Use Victoria, Revenue Victoria, PEXA, financial institutions, mortgage brokers, real estate agents, local councils, Owners Corporations, courts and tribunals, barristers, valuers, expert consultants, identity verification providers and other professional advisers engaged in connection with your matter.

MLS LEGAL also engages a carefully selected offshore administrative support team to assist with certain administrative and operational functions. Members of our offshore team are bound by strict confidentiality obligations, operate under our direct supervision and only access information necessary to perform their authorised duties. We take reasonable steps to ensure that any overseas recipient handles personal information in a manner consistent with Australian privacy laws and our professional obligations as legal practitioners.

We do not sell, rent or trade your personal information.

Website Analytics and Cookies

Our website may use cookies and similar technologies to improve functionality, understand how visitors use our website and help us enhance the services we provide.

Cookies generally identify your browser or device rather than you personally. You may choose to disable cookies through your browser settings, although doing so may affect the functionality of parts of our website.

Technology and Artificial Intelligence

MLS LEGAL may use reputable technology platforms, including artificial intelligence tools, to assist with administrative tasks, document preparation, legal research and improving the efficiency of our services.

The use of technology does not replace professional legal judgment. All legal advice and legal work remain subject to lawyer oversight. We take reasonable steps to ensure that any technology we use appropriately protects confidential information and complies with our professional obligations.

Storage and Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Your information is stored using secure electronic systems together with administrative, technical and physical safeguards designed to protect confidential information. Access to client information is restricted to those who require it to perform their duties, and we regularly review our security practices to respond to evolving cyber security risks.

Overseas Disclosure

Some of the technology providers we use, together with our offshore administrative support team, may access or process personal information outside Australia.

Where this occurs, MLS LEGAL takes reasonable steps to ensure appropriate contractual, confidentiality and security measures are in place so that your personal information receives protection consistent with Australian privacy laws and our professional obligations.

Access and Correction

You may request access to the personal information we hold about you or ask us to correct information that is inaccurate, incomplete or out of date.

Where permitted by law, we may decline a request for access. If this occurs, we will explain our reasons where we are legally entitled to do so.

Retention of Information

We retain client records for the period required by law, our professional obligations and legitimate business purposes. When records are no longer required, they are securely destroyed or permanently de-identified.

Privacy Complaints

If you believe we have mishandled your personal information or breached your privacy, please contact us in writing.

We take all privacy complaints seriously and will investigate your concerns promptly.

If you are not satisfied with our response, you may make a complaint to the Office of the Australian Information Commissioner.

Changes to this Privacy Policy

Privacy law and technology continue to evolve. From time to time, we may update this Privacy Policy to reflect changes to our legal obligations, business practices or the services we provide.

The most current version will always be available on our website.

Contact Us

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