

Technology Disclosure

1. CLOUD-BASED COMPUTING

1.1 We use cloud-based computing to run our business and deliver our services.

1.2 This creates significant opportunity and advantage, including that: our workforce is fully mobile; our overheads are low; we are able to use powerful third party service offerings to improve the quality and efficiency of our services; and it is quick, easy and convenient for us to engage with our stakeholders (including our clients).

1.3 There are also some disadvantages, including that: depending on the specific provider, we have very little or zero control over where our business information (including sensitive, legally privileged client information) is stored, including whether that is in or outside Australia; and we are completely reliant on the skill and expertise of our external suppliers to ensure appropriate equipment function and information security.

1.4 We have decided that the advantages of cloud-based computing outweigh the risks.

1.5 We will assume, if you use our services, that you agree.

2. THIRD PARTY SUPPLIERS

2.1 At the end of this document we have listed the names of our key external suppliers (current as at October 2016) who will or may potentially, if you use our services, have access to your personal information.

2.2 We recommend that you access and read the privacy policies and (where available) the terms and conditions of these suppliers before engaging us to act on your behalf. We have included for your convenience hyperlinks to this information, where known to us as at October 2016 to be publicly available. Please independently enquire so as to ensure that the information you access via these links is current and accurate.

3. SECURITY

3.1 Please be aware that, despite the best efforts of many bright minds, no security controls are 100% effective and neither we nor the suppliers with whom we deal can or do promise that your information is and will always remain secure.

3.2 You and we have mutual rights and responsibilities in relation to information security.

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3.3 The steps we take to ensure information security include:

- (a) We select and engage third party service providers who we believe provide reasonable administrative, technical, and physical security controls to protect our and your personal information.
- (b) We install and maintain antivirus and similar protections on our local hardware.
- (c) We create and maintain strong passwords.
- (d) Where practicable, we apply security controls (such as password protection and sometimes digital certificate encryption) to electronic documents and email communications.
- (e) We keep copies of information to a minimum.

4. DISCLAIMER AND LIMITATION OF LIABILITY

4.1 You agree that, to the maximum extent permitted by law, we will not be liable to you (or anyone acting on your behalf or with your consent) for any claim or liability whatsoever (including any consequential loss) arising as a result of or in connection with any technology we use in the course of providing our services (including cloud computing).

Supplier Name	Service Offering	General Terms	Privacy Policy
Microsoft	Skype (and Skype for Business) One Drive Office 365	Services Agreement	Privacy Statement
LEAP Legal Software	LEAP		Privacy Policy
Adobe	Acrobat DC	General Terms of Use	Adobe Privacy Centre
PEXA	e-Conveyancing	Terms & Conditions	Privacy Policy
Australia Post	Verification of Identify (VOI) Service		Privacy
Rapid Pay Legal	B-Pay Services	Terms of Use	Privacy Policy