

Privacy Policy

Selwood Ackerly Accounting Services Pty Ltd is committed to protecting your privacy and handling personal, sensitive and special categories of information in an open and transparent way.

This Privacy Policy explains how Selwood Ackerly Accounting Services Pty Ltd handles personal information and complies with the requirements of the Australian Privacy Act 1988 (Cth) ("Privacy Act") and the Australian Privacy Principles set out in that Act.

- This Privacy Policy applies to personal information collected by Selwood Ackerly Accounting Services Pty Ltd.
- Selwood Ackerly Accounting Services Pty Ltd will update this Privacy Policy as required. If it is changed, the changes will be posted on the Selwood Ackerly Accounting Services Pty Ltd's website or advised to you so that you are always aware of the sort of information collected, how the information may be used, and under what circumstances it may be disclosed by Selwood Ackerly Accounting Services Pty Ltd.
- Please note that if at any time Selwood Ackerly Accounting Services Pty Ltd is required by law to release information about you or your organisation, Selwood Ackerly Accounting Services Pty Ltd must co-operate fully.
- This Privacy Policy is not intended to cover categories of personal information that are not covered by the Privacy Act.

Collection Of Personal Information

Selwood Ackerly Accounting Services Pty Ltd collects and holds personal information from clients, customers, employees, contractors and other individuals. We collect and hold this information when it is necessary for business purposes.

The main types of information collected and held by Selwood Ackerly Accounting Services Pty Ltd relates to the contact details and organisation roles of our clients, suppliers and other business contacts. Typically, this information includes names, addresses, telephone numbers, email addresses and job titles.

We collect most information directly from individuals when we deal with them. The personal information collected may be provided in forms filled out by individuals, face to face meetings, email messages or telephone conversations. If you contact us, we may keep a record of that contact.

We also offer access to a **Secure Client Portal** (an electronic gateway to a collection of digital files, accessible over the Internet via our website). The use of our portal allows both Selwood Ackerly Accounting Services Pty Ltd and the user to easily share documents. It allows us to easily create a better customer service environment. Clients can easily download confidential documents at their leisure, review and digitally sign documents via the portal – all without cumbersome emails or printed documents that need to be mailed.

Using our Secure Client Portal helps to guard sensitive information, securely encrypt all data, so we and the client can be assured that information is handled in a secure manner, while clients don't have to worry about unauthorised access to lost documents in the mail.

In the course of providing professional services to our clients, we may also collect sensitive and special categories of personal information. The types of special categories of personal and sensitive information that we may collect includes, but is not limited to, tax file numbers, financial details, insurances and other financial records.

In some instances, it may be necessary to collect personal, sensitive and special categories of information from clients that relates to their employees, members, customers, third parties, their spouse and dependants to provide professional services. In those circumstances we rely on clients to only provide us with information that they have handled in accordance with the Privacy Act, including obtaining any necessary consent for Selwood Ackerly Accounting Services Pty Ltd to collect, use and disclose that information.

How We May Use Your Personal Information

The main purposes for which Selwood Ackerly Accounting Services Pty Ltd collect, hold and use personal information are:

- To provide you with our professional services;
- To respond to an individual's request;
- To maintain contact with clients;
- To keep clients and other contacts informed of the services we offer and industry developments or legislative changes that may be of interest to them, and to notify them of service offerings, seminars and other events we may be holding;
- For general management and reporting purposes such as invoicing and account management;
- Other purposes related to our business.

Selwood Ackerly Accounting Services Pty Ltd also uses your personal information to send your information (or others with your permission) [via Secure Client Portal, Email or Post] that you request. You may elect at any time to no longer receive such information by writing to Selwood Ackerly Accounting Services Pty Ltd, PO Box 121, Wangaratta Vic., 3676 or emailing enquiry@saaccounting.com.au.

Disclosure Of Personal Information

Selwood Ackerly Accounting Services Pty Ltd does not routinely disclose personal information to other organisations unless:

- You give your consent;
- Use or disclosure is permitted by this policy;
- We believe it is necessary to provide you with a service or product which you have requested;
- To protect the rights, property or personal safety of any member of the public or a client of Selwood Ackerly Accounting Services Pty Ltd or the interests of Selwood Ackerly Accounting Services Pty Ltd;
- Some or all of the assets or operations of Selwood Ackerly Accounting Services Pty Ltd may be transferred to another party as part of the sale of some or all of Selwood Ackerly Accounting Services Pty Ltd' business, in which case permission would be sought from all of our clients to pass on any information; or
- Such disclosure is otherwise required or permitted by law, regulation, rule or professional standard.

As part of the provision of our services and business operations it may be necessary to allow individuals or organisations outside of Selwood Ackerly Accounting Services Pty Ltd access to personal information held by us. This may include, but is not limited to, independent contractors and consultants, off-site security storage providers, information technology providers and debt collecting agencies. We require our service providers to adhere to our privacy guidelines and not to keep, use or disclose personal information we provide to them for any unauthorised purposes.

Privacy On Our Websites And Secure Client Portal

This Privacy Policy applies to any personal information we collect via our website and our Secure Client Portal (as uploaded/provided by the user).

As we endeavour to ensure website users are provided with as much information and resources as possible, our website include a number of links to websites operated by third parties. Selwood Ackerly Accounting Services Pty Ltd is not responsible for the privacy practices or policies of those sites. We encourage you to review each website's privacy policy. A link to a non-Selwood Ackerly Accounting Services Pty Ltd' website is not an express or implied endorsement, promotion or warranty of the products or services offered by or accessible through that site or advertised on that site.

Cookies may be used on some areas of our websites to allow a website to recognise a previous user and to observe how a user navigates within a website. If you are concerned about the use of cookies, you can configure your web browser to reject or delete cookies.

Security Of Personal Information & Utilisation Of Staff

We hold personal information electronically at our own premises and with the assistance of outside service providers based in Australia. Some or all of this personal information may be available to authorised staff of Selwood Ackerly Accounting Services Pty Ltd for use in accordance with this Privacy Policy.

We implement a range of measures to protect the security of your personal information. We also take measures in respect of destroying or de-identifying personal information that is no longer required for any business or legal purpose.

Your work will be compiled by our various staff members, which may include outsourced dedicated staff, under the supervision of a Principal. The Principal is responsible for the accuracy and quality of service provided to you.

Selwood Ackerly Accounting Services Pty Ltd may also use outsourced contractors, such as information technology consultants, or dedicated overseas staff members to provide certain services. As a result, your personal information may be accessible by our overseas staff members or contractors. Overseas staff members access to your data via cloud software and a secure login to our on-site server, however they do not have access to client software logins. Login credentials for client software are safeguarded by Ready Secure. Utilising contractors or dedicated overseas staff does not alter our commitment to safeguard your privacy and the information remains subject to existing confidentiality obligations.

Your records will be stored on electronic media and all hard copies will be returned to you or made available for collection on completion of your financial statements and taxation returns. Your electronic records are backed up daily. Corporate Statutory Files and Deeds are required to be kept in hard copy format and will be stored at our office.

Procedures For Access, Correction And Feedback

We will provide access to personal information upon request by an individual except in limited circumstances in which it is permitted for us to withhold this information, for example where granting access would infringe another person's privacy.

If you make a request to access personal information, we may require that you provide some form of identification such as date of birth details or photo identification so that we can verify that you are the person to whom the information relates.

If at any time you want to know what personal information we hold about you, you may contact us by writing to: Selwood Ackerly Accounting Services Pty Ltd PO Box 121, Wangaratta Vic., 3676 or emailing enquiry@saaccounting.com.au.

If you believe that the information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will try to resolve your concerns.

If you wish to have your personal information deleted, please let us know and we will take reasonable steps to delete it (unless we need to keep it for legal, auditing or internal risk management reasons).

Contact Details

Selwood Ackerly Accounting Services Pty Ltd
PO Box 121, Wangaratta Vic., 3676 or
Phone: 03 5722 9595
Email: enquiry@saaccounting.com.au.

Changes To This Privacy Policy

We reserve the right to review and amend this Privacy Policy from time to time and to notify you by posting an updated version on our website at www.saaccounting.com.au

Additional Privacy Information

Further information on privacy in Australia may be obtained by visiting the website of the Office of the Australian Information Commissioner at www.privacy.gov.au.

If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact our Privacy Officer. If you are not satisfied with our handling of your problem or complaint you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au or by phone 1300 363 992.