

Website Privacy Policy

This Privacy Policy applies to all personal information collected by Business Accounting Melbourne via the website: <https://businessaccountingmelbourne.com.au>

1 What is "personal information"?

- (a) The Privacy Act 1988 (Cth) currently defines "personal information" as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
 - (i) whether the information or opinion is true or not; and
 - (ii) whether the information or opinion is recorded in a material form or not.
- (b) If information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as "personal information" and will not be subject to this privacy policy.

2 What information do we collect?

The kind of personal information that we collect from you will depend on how you use the website. The personal information which we collect and hold about you may include any of the following:

- (a) Your name and contact details, residential/postal address, your telephone number, email address and any other contact details;
- (b) Your credit card details for payment of a deposit amount for an initial consultation with us as set out in our Cancellation Policy;
- (c) Any form of your Identification, including but not limited, to your driver's license;
- (d) If applicable, any documentation in support of an extenuating circumstance in relation to missed or cancelled appointments as set out in our Cancellation Policy;
- (e) Any additional personal information you provide us, or authorise us to collect, as part of your interaction with Business Accounting Melbourne.

3 How we collect your personal information

- (a) We may collect personal information from you whenever you input such information into our website, in particular, when you enter your personal details and submit an online booking form for an initial consultation with us on our website.
- (b) We also collect cookies from your computer which enable us to tell when you use the website and also to help customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies.

4 Purpose of collection

- (a) The purpose for which we collect personal information is to provide you with the best service experience possible on the website.
- (b) We customarily disclose personal information only to our service providers who assist us in

operating the website. Your personal information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.

- (c) By using our website, you consent to the receipt of direct marketing material. We will only use your personal information for this purpose if we have collected such information direct from you, and if it is material of a type which you would reasonably expect to receive from use. We do not use sensitive personal information in direct marketing activity. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature.
- (d) We may disclose your credit-related personal information to credit reporting agencies. Credit reporting agencies may include credit-related information provided by us in reports provided to other credit providers to assist them to assess your credit worthiness.

The credit reporting agency has a policy for managing your credit-related information that you may access by contacting them.

Under the Privacy Act 1988, credit reporting agencies are permitted to use credit reporting information to assist credit providers who wish to direct market you. This is known as "pre-screening". You have a right to contact a credit reporting agency and request, at no cost to you, that a credit reporting agency does not use your information for this purpose.

You also have a right to request a credit reporting agency not to use or disclose your credit-related personal information if you reasonably believe that you have been or are likely to be a victim of fraud (including identity theft).

5 Access and correction

Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us as set out below.

6 Complaint procedure

If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. All complaints will be considered by *Oksana Nikulina* and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner on www.oaic.gov.au. You can contact the Office of the Australian Information Commissioner by Phone: 1300 363 992, Email: foi@oaic.gov.au or Post: GPO Box 5288 Sydney NSW 2001.

7 Overseas transfer

Your personal information may be transferred overseas or stored overseas for a variety of reasons. It is not possible to identify each and every country to which your personal information may be sent. If your personal information is sent to a recipient in a country with data protection laws which are at least substantially similar to the Australian Privacy Principles, and where there are mechanisms

available to you to enforce protection of your personal information under that overseas law, we will not be liable for a breach of the Australian Privacy Principles if your personal information is mishandled in that jurisdiction. If your personal information is transferred to a jurisdiction which does not have data protection laws as comprehensive as Australia's, we will take reasonable steps to secure a contractual commitment from the recipient to handle your information in accordance with the Australian Privacy Principles.

8 How to contact us about privacy and complaints

If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us on: 03 8658 0726 or email us on Info@businessaccountingmelbourne.com.au