

Privacy Policy

In operating our practice, we collect, use and disclose personal information. We understand the importance to our clients of maintaining privacy in relation to the personal information we collect.

Our Privacy Policy sets out how we comply with our obligations under the Privacy Act 1988 (Cth) and other relevant State legislation in managing your personal information.

By attending our practice, you consent to your personal information being collected, stored and used in accordance with this Privacy Policy.

Personal information is information or an opinion about an identified person, or someone who is reasonably identifiable, whether or not the information or opinion is true and whether the information or opinion is recorded in a material form or not.

The types of personal information we may collect and hold about you include:

- Name
- Address
- Date of birth
- Sex
- Next of kin
- Contact details
- Employment details
- Health Fund details
- Bank Account details
- Images

We collect personal information about you in several ways, including:

- information collected by Government Bodies and recorded on client records;
- information from external providers which is provided and placed on the record of the client;
- information collected through websites in the form of online enquiries or requests for appointments;

When you visit our website, a small file called a “cookie” is stored on your computer or mobile device by our server. We use cookies to maintain user sessions and to generate statistics about the number of people that visit our website. Generally, this information will not identify you and we do not link it back to your identity or other information that you have provided to us.

We take reasonable steps to protect client records from misuse, interference and loss and also from unauthorised access, modification and disclosure.

We collect, maintain, use and disclose personal information about you in order to provide you with appropriate advice and services.

Your personal information is used by us:

- to provide you with advice and services; and
- to provide you with information that may assist you in managing and improving your financial and /or taxation affairs;

We use your personal information as necessary to manage our administration, including storage of data, and management of accounts and payment for the services provided to you. Specifically, we will use and, where necessary, disclose your personal information:

- if the circumstances require, we may disclose your personal information to our insurers;
- to manage and store your personal information in a secure fashion, including management and storage by third parties;
- for data entry and data analytics purposes.

Any such disclosures are subject to strict conditions relating to confidentiality and data security.

We may use your personal information to communicate with you, including to :

- give you important information (including by SMS or email) about the products and services offered by our practices;
- respond to your online enquiries or process requests for appointments;
- advertise to you particular products and services that may be of interest to you; and
- send you appointment reminders (including by SMS or email) in relation to obtaining services from our practice. This enables us to contact you, for example, to make follow-up appointments to discuss tax returns or assessments, or to remind you that you are due for a particular appointment .

We may be required by law to disclose your personal information without your consent.

We take reasonable steps, and implement reasonable safeguards, to ensure the protection of the personal information that we hold. All client information is handled securely and in accordance with professional duties of confidentiality.

We are subject to a range of rules relating to the periods for which financial information and records must be retained. We must generally retain information about an individual:

for 5 years from the last occasion on which we provided a service to the individual – if we collected the information when the individual was 18 years old or older: or until the individual turns 25 – if we collected the information when the individual was less than 18 years old.

If you do not provide us with all the personal information we request, we may not be able to provide services to you. We only collect as much personal information from you as we need to provide you with services and to allow us to obtain payment on their behalf for those services.

You may request access to the personal information we hold about you. You can also request that corrections be made to it.

There are some circumstances where we are not required to give you access to or correct your personal information. We will normally give you a written notice setting out our reasons for not complying with your request and informing you of how you can complain about our refusal.

There is no fee for requesting access to your personal information or for us to make corrections.

If you have any concern about how we handle your personal information or you wish to make a complaint that we have breached the Australian Privacy Principles prescribed by the Privacy Act 1988 (Cth), please contact us. If you would like to make a complaint, you will need to send us a written complaint (see details below).

We will endeavour to respond to your complaint within a reasonable time after it is made.

We may change this privacy policy from time to time. A current version of our privacy policy will be available on our website and will commence from the date it is made available.

Privacy Policy last updated: 25 January 2021.

Terms of Use

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All content on this website (including these Terms and Conditions) is subject to change at any time. Any amendment to these Terms and Conditions will take effect on the posting of the updated terms on the website. Your continued use of the website is deemed to be acceptance of the amended terms of use.

We have made every reasonable attempt to ensure the accuracy of the information supplied on this website. However, we do not guarantee the information is complete, correct or up to date. All the information is subject to change without notice.

The content of this website is not financial advice. We encourage you to use the website for general information purposes only. This website should only be viewed as current at the time of first creation. If you would like advice, you should seek specific advice tailored to your circumstances. You cannot rely on the content of this website as specific advice and we exclude, to the extent permitted by law, any liability for any injury, loss or damage incurred by use of, or reliance on, the information contained on this website. By using this website, you agree to indemnify us for any loss or liability arising out of your use of our Website.

This website may contain links to third party websites. These links have been included for your convenience and do not constitute endorsement of the linked sites or material at those sites, or any associated organisation, product or service. You should be aware that when you use these links, you leave this Website.

Views or recommendations provided in linked external websites do not necessarily reflect our views.

It is therefore your responsibility to make your own decisions about the accuracy, currency, reliability and correctness of information contained in linked external websites. We do not accept any responsibility for information provided on any external website.

Users are responsible for being aware of which organisation is hosting the website they visit through external links on the website.

You acknowledge that this website and all content on this website is subject to copyright and other intellectual property rights.

We retain all right, title and interest in and to this website and all content on this website except where expressly stated to the contrary. Nothing that you do on or in relation to this website will transfer any intellectual property rights in this Website or content on this Website to you or to any third party.

You should be aware that the Internet is an insecure public network that gives rise to a potential risk that your communications and transactions are being viewed, intercepted or modified by third parties or that files which you downloaded may contain computer viruses or other defects.

We do not accept any liability for any interference with or damage to your computer system, software or data occurring in connection with this website. You are encouraged to take appropriate and adequate precautions to ensure that whatever you select from this website

is free of viruses or other contamination that may interfere with or damage your computer system, software or data.

You should also make your own assessment of the potential risks to the security of the information you send when deciding whether or not to communicate by the Internet, including with us through this website.

While we use reasonable commercial efforts to make this website available, we do not represent or warrant that this website will be accessible or available on a timely basis, or that access will be uninterrupted or error free.

If any part of these Terms and Conditions is held to be unenforceable, the unenforceable part is to be given effect to the greatest extent possible and the rest will remain in full force and effect.

To the extent that a court of competent jurisdiction should determine that any statements referred to in this website give rise to a binding agreement or other enforceable obligation or representation, these Terms and Conditions are governed by the laws of Victoria, Australia. You agree to submit to the exclusive jurisdiction of the courts of Victoria in relation to any dispute arising under, or in connection with, this website or these Terms and Conditions.