

# **Privacy Policy**

**ACP Accountants Pty Ltd**

Effective Date: 01/01/2025

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## **1. Introduction**

ACP Accountants Pty Ltd (“we”, “our”, or “us”) is committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in the course of providing accounting, taxation, and related professional services.

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## **2. What Personal Information We Collect**

We may collect and hold personal information that is reasonably necessary for our business functions and activities, including:

- Full name, date of birth, and contact details (address, phone, email)
- Tax File Number (TFN) and Australian Business Number (ABN)
- Financial and banking information
- Employment and income details
- Business records and financial statements
- Identification documents (e.g. driver’s licence, passport)
- Information relating to your taxation and financial affairs

Where applicable, we may also collect sensitive information with your consent where required by law.

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## **3. How We Collect Personal Information**

We collect personal information through:

- Direct interactions (meetings, phone calls, emails)
- Completion of forms, questionnaires, and engagement documents
- Our website: [www.acpaccountants.net.au](http://www.acpaccountants.net.au)
- Client portals and secure document exchange platforms
- Third parties (e.g. banks, financial institutions, ATO, or other advisors) with your consent
- Publicly available sources where relevant

## **4. Why We Collect, Use and Hold Your Information**

We collect, use and hold personal information for purposes including:

- Providing accounting, taxation, and advisory services
  - Preparing and lodging tax returns and BAS
  - Meeting our legal and regulatory obligations as a registered tax agent
  - Communicating with you and managing our client relationship
  - Verifying your identity
  - Improving our services and internal operations
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## **5. Disclosure of Personal Information**

We may disclose your personal information to:

- The Australian Taxation Office (ATO) and other government agencies
- Financial institutions, lenders, and other service providers (with your consent)
- External service providers (e.g. IT support, cloud storage providers)
- Professional advisors or auditors
- Regulatory bodies where required by law

We take reasonable steps to ensure that any third parties we engage handle your information securely and in accordance with privacy laws.

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## **6. Overseas Disclosure**

Some of our service providers (such as cloud-based software providers) may store or process your data overseas. Where this occurs, we take reasonable steps to ensure that your information is protected in accordance with Australian privacy laws.

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## **7. Data Security**

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

- Secure IT systems and encryption
- Restricted access to confidential information
- Staff training and confidentiality obligations

## **8. Access and Correction**

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate, incomplete, or outdated.

To make a request, please contact us using the details below. We will respond within a reasonable timeframe.

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## **9. Cookies and Website Usage**

If you visit our website, we may collect limited information such as IP address, browser type, and pages visited through cookies or analytics tools. This information is used to improve website functionality and user experience.

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## **10. Tax Agent Authority and Client Consent**

As a registered tax agent, ACP Accountants Pty Ltd is authorised to act on your behalf in relation to your taxation affairs.

By engaging our services, you:

- Authorise us to access and obtain your information from the Australian Taxation Office (ATO) and other relevant government agencies as required
- Consent to us using your personal information to prepare and lodge tax returns, Business Activity Statements (BAS), and other taxation documents on your behalf
- Acknowledge that we may rely on the accuracy and completeness of the information you provide
- Authorise us to communicate with the ATO and other relevant parties in relation to your taxation matters

Where required, we will obtain formal signed authority (including ATO-approved forms or digital authorisations) to act on your behalf.

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## **11. Complaints**

If you believe we have breached the Australian Privacy Principles, you may lodge a complaint with us.

We will investigate your complaint and respond promptly.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

## **12. Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

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## **13. Contact Us**

If you have any questions, requests, or complaints regarding this Privacy Policy or how we handle your personal information, please contact us:

**ACP Accountants Pty Ltd**

Website: [www.acpaccountants.net.au](http://www.acpaccountants.net.au)

Email: [info@acpaccountants.net.au](mailto:info@acpaccountants.net.au)

Phone: 02 8046 7621