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# PRIVACY POLICY

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## POLICY

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### Revision History

Version	Date	Revisor	Revision Description
1.0	09/09/09	Bonita Jameson	

# PRIVACY POLICY

## AIM

This policy has been formulated for the information of clients, employees and prospective employees of Boyce Chartered Accountants whose personal information may be collected by this firm. The policy will:

- a) Provide a statement that will ensure clients are aware of the information that is collected and how that information will be used in accordance with the Privacy Act (1988) and the National Privacy Principles.
- b) Provide a process for Complaint resolutions if the need arises.

## LEGISLATION

The Privacy Act (1988) regulates the way in which personal information can be collected, the accuracy of the information, how it is kept secure, and how it is used and disclosed. It also provides rights to individuals to access and correct the information organisations and government agencies hold about them. <sup>1</sup>

### **How does the Privacy Act work?**

The principles contained in the Privacy Act are not *prescriptive*. That is, they don't tell agencies and organisations what they must do in each situation. Rather, they offer *principles* about the way in which personal information should be handled, and each agency or organisation needs to apply those principles to its own situation. <sup>2</sup>

## **PRIVACY STATEMENT OF BOYCE CHARTERED ACCOUNTANTS**

In the process of conducting our business of providing professional services it is necessary to collect certain information from you. Boyce Chartered Accountants is required to comply with the National Privacy Principles contained in the Privacy Act in handling this personal information.

### **Information collected**

As a provider of professional services, Boyce Chartered Accountants is subject to certain legislative and regulatory requirements which necessitate us obtaining and holding detailed information which personally identifies you. Such information may include:

- Home address, email address and contact telephone numbers.
- Tax File Number and / or Australian Business Number.
- Details of your current financial circumstances, including your assets and liabilities, income and expenditure.
- Employment details and employment history.

The collection of any personal information will be done so only when you have knowingly provided that information to us or authorised a third party to provide that information to us.

### **Use and disclosure**

Boyce Chartered Accountants will only collect, maintain and use personal information about you if it is necessary for us to adequately provide to you the services you have requested. Personal information collected by us will not be used or disclosed for any other purpose other than:

- The primary purpose for which the information is required or secondary related purposes in circumstances where you would reasonably expect such use or disclosure.
- Where you have consented to such disclosure.
- Where the National Privacy Principles authorise use or disclosure where required or authorised under law.

Boyce may require assistance from time to time with information handling from external contractors or suppliers including electronic database management or offsite storage. If information is needed to be accessed by a third party, we will attempt to limit that access as much as possible and ensure that the suppliers and third parties are also bound by a duty of confidentiality and privacy.

We also ask clients, employees and prospective employees to confirm that they have made their own disclosures or obtained consents before they pass any personal information to us.

### **Data security**

Personal information is maintained securely and is held in your client file; or in the case of employees and prospective employees by the Boyce Human Resource Manager. Some client and employee information is also stored in a computer database. Boyce Chartered Accountants will take reasonable steps to protect the personal information it holds from misuse, loss, unauthorised access, modifications or disclosure.

In the event of a client or employee leaving Boyce Chartered Accountants, any personal information we hold will be maintained for a period of up to 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

### **Access to information**

You have a right to access your personal information, subject to certain exceptions allowed by law. For security reasons, we ask that you provide your request for access in writing. We will provide you with access to that information by providing copies of the information requested, or providing an accurate summary of the information required.

In certain circumstances, access to your personal information may be refused under the National Privacy Principles; for example where granting access would infringe another person's privacy. If this circumstance arises, an explanation for that refusal will be provided.

Clients wanting to gain access to their personal information should contact their Boyce Chartered Accountants representative.

Non-clients should contact us in writing to: Managing Director, Boyce Chartered Accountants, PO Box 1100, Dubbo NSW 2830.

### **Change of information**

If your personal information is out-of-date or incorrect, you may inform us of this and we will correct it for you.

### **Complaints**

Should you wish to complain about any breach or potential breach of this privacy policy, your complaint should be directed to the Managing Director, Boyce Chartered Accountants, PO Box 1100, Dubbo NSW 2830

Your complaint will be promptly investigated and we will endeavour to resolve the complaint to your satisfaction. However, if we are unable to resolve your concerns, you may wish to contact the Privacy Commissioner to investigate your complaint further.

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<sup>1</sup> <http://www.privacy.gov.au/aboutus/what>

<sup>2</sup> <http://www.privacy.gov.au/aboutprivacy/snapshot>