

PRIVACY POLICY

Purpose

Chappel Accounting Pty Ltd is committed to the responsible use of your personal information no matter how it is collected during the course of daily business.

This document explains in general terms how Chappel Accounting Pty Ltd manage your personal information. Our privacy policy is in accordance with Australia's ten National Privacy Principles, extracted from the Privacy Act 1988.

The policy applies to any personal information that you provide to Chappel Accounting Pty Ltd in the course of your dealings with us. It also applies to any information about you that is provided to us by someone else such as a solicitor or another accountant. It doesn't apply to employee records, which are generally exempt from the legislation.

Commencement of Policy

This policy will commence from 1 November 2012. It replaces all other privacy policies of Chappel Accounting Pty Ltd (whether written or not).

What does 'personal information' mean?

Personal information is any information about you from which you can be identified or by which your identity can be reasonably determined.

What information do we collect?

The types of personal information we collect from you will depend on the circumstances of collection and on the type of service you request from us. For example, we may collect details such as your name, job title, email address, street and/or postal addresses, telephone and fax numbers, bank account and credit/debit card details and financial information relevant to any job or matter you engage Chappel Accounting Pty Ltd to work on.

As we're required by law to obtain your consent to the collection of "sensitive information", we'll assume that you've consented to the collection of all information that is provided to us for use in accordance with this policy, unless you tell us otherwise.

How do we collect information?

Chappel Accounting Pty Ltd may collect personal information about you in a range of ways, including but not limited to when you:

- speak with us on the telephone
- send us correspondence (whether by letter, fax or e-mail), or
- have contact with us in person e.g. via general networking, attendance at our education events or one-on-one meetings

As well as collecting information directly from you, there may be occasions when we collect information about you from a third party. For example:

- legal counsel acting on your behalf
- another accountant, finance or business professional acting or who previously acted on your behalf
- from other service providers who collect information on our behalf, or
- from market research companies contracted by us to obtain information so that we may improve and market our products and services.
- referees provided by you for employment purposes
- credit references from your suppliers

How do we use information we collect?

Chappel Accounting Pty Ltd will only use your personally identifiable information to respond to your requests and to provide you with information about our services. We'll only use this information to deliver the content you've indicated you'd like to receive. For example, if you send us an e-mail message requesting information about us, or a publication from us, we'll use your email address and other information you supply to respond to your request. If we intend to use your personal information

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to inform you about particular Chappel Accounting Pty Ltd services, we'll give you an opportunity to decline to receive such communications.

We generally collect your personal information for the following purposes:

- to service and administer your accounting and business matters
- to facilitate your participation in education events held by us and other affiliated organisations, and
- to conduct marketing activities and market research

Some of the personal information we collect will be essential for us to be able to accurately identify who is using the service. Other types of personal information we collect will help us to profile who is using our services, what their interests and needs are and how we can better service our clients and prospects.

Disclosure of personal information to third parties

We may disclose your personal information confidentially to third parties (for example to contractors or suppliers to whom we contract out certain services), data processing companies (for the original purpose that the information was collected) or for related purposes (for example to complete a transaction on your behalf or provide you with a service that you requested).

Where necessary, your information will also be shared between related entities in our group to ensure continuity of service, to offer complimentary services or fulfil other related business purposes.

We engage third party contractors to perform services for us, which involves the contractor handling personal information we hold. For example to:

- provide email and mail handling services
- provide electronic funds transfer services, credit card account processing and related services
- conduct market research
- provide catering and events services
- provide ground handling services, such as freight handling and special assistance, and
- assist with obtaining payment from debtors.

In these situations, we will prohibit the third party contractor from using personal information except for the specific purpose for which we supply it. The above contractors will only be supplied with the information necessary to provide the relevant service.

Chappel Accounting Pty Ltd has security measures in place prohibiting anyone outside our group from accessing your personal information.

Other than the above, we won't disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

Additional information for job applicants

If you apply or register your interest for a position with Chappel Accounting Pty Ltd directly, we may collect your personal information including your name, CV and contact details. We sometimes engage service providers to assist us in the recruitment process, including recruitment agencies, security organisations and recruitment website operators. Where we do this, we may exchange your personal information with those service providers. In some cases those service providers may collect your personal information directly and retain it for their own purposes, so you should ensure that you're aware of their privacy policies.

We may also exchange your personal information with any referees nominated by you. Some of the personal information we request during the recruitment process we are required to collect under workplace and security laws. If we're unable to collect your personal information, we may not be able to consider you for employment with Chappel Accounting Pty Ltd.

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Keeping your personal information up-to-date

We'll take reasonable steps to make sure your personal information is accurate, complete and up-to-date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us and we'll take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

Resolving your concerns

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to the address below. We'll respond to your query or complaint as soon as possible.

Mary Anne Chappel FIPA
Principal
Chappel Accounting Pty Ltd
07 4789 4770
PO Box 4223
Unit 2, 547 Industry Park, 547-593 Woolcock Street, Mount Louisa QLD 4814
mchappel@bigpond.net.au

Variations

Chappel Accounting Pty Ltd reserves the right to vary, replace or terminate this policy as our business requirements or the law changes. Please contact us periodically to make sure you have our most current privacy statement.

In this privacy statement, "we", "us" and "Chappel Accounting Pty Ltd" means "Chappel Accounting Pty Ltd Public Accountant & Tax Agent ABN 85 087 168 254".

Breach of this policy

All employees, volunteers, contractors, agents and other persons in the workplace are required to comply with this policy at all times. If a person breaches this policy they may be subjected to a disciplinary action in accordance with the Chappel Accounting Pty Ltd POLICY. In serious cases this may include termination of employment. Agents and contractors (including sub-contractors and temporary contractors) may have their contracts with Chappel Accounting Pty Ltd terminated or not renewed.

Associated Information

To find out more [visit the ICAA website](#).

Email privacy

By submitting personal details including your email address, you acknowledge that you have read Chappel Accounting Pty Ltd Privacy Policy and that you consent to us processing your information as per this policy.

If you change your mind at any time and would like to cease further communications via email, please contact us via email – mchappel@bigpond.net.au .