

Privacy Policy – Cape York Accounting Smithfield

Cape York Accounting Smithfield are required to abide by the provisions of the Privacy Act. We encourage you to read this Privacy Policy, to ensure you are aware of how we protect the personal information provided to us.

Cape York Accounting Smithfield provides accounting/audit/taxation etc services, and in the course of providing these services, we collect information about our clients.

As a client of this practice, you need to provide us with your personal details, including, full name, date of birth, contact information, Tax File Number, ABN, family details, detailed information on income, and eligible expense claims. This information is required to complete your taxation obligations to the Australian Taxation Office, and to confirm / obtain eligibility for benefits available to you from the Family Assistance Office and Centrelink / Veterans Affairs.

In certain circumstances, we may obtain details of your credit card for payment of accounts, or bank account details for direct credit of tax refunds.

How do we collect this information?

We collect most of the information from you in person or by telephone. We also obtain some information from documents and records supplied by you to this office.

We may also collect information about you from other family members, with your permission, and from the Australian Taxation Office, if you are registered on our Tax Agent list. We may also receive information from your employer such as contact details, or a PAYG Summary issued by that employer.

With your written authority, we may also access information from your former Tax Agent, Centrelink, or your financial institution/s.

How do we use this information?

Generally we only use personal information that we collect from you for the purpose of completing your taxation obligations to the Australian Taxation Office (ATO), or other accounting or taxation tasks as requested by you.

We may also use this information from time to time to contact you to advise you of

- ✓ new financial, taxation, or any other legislation, which in our opinion, may have some effect on you
- ✓ new products or services offered to you by this practice, which in our opinion, may benefit you
- ✓ products or services offered by a third party/s, which in our opinion, may benefit you.

You may, at any time, elect not to receive further information provided by this office.

Can you access the personal information we have about you?

You may request access to any of the personal information we hold about you. For security reasons, we will not provide information over the telephone unless you are able to confirm your identity. Similarly, information of any sort will not be provided to a third party, even if directly related to you, without proper authorisation provided by you.

Cape York Accounting Smithfield will retain your records for a period of time after you cease being a client. We are required to retain taxation records for a period of 5 years, from date of lodgement.

Do we disclose your personal information to anyone?

Cape York Accounting Smithfield may provide information to any party outside of this practice, if authorised by you. Examples of reporting authorised by you, include providing information to credit providers or financial institutions, confirming financial / taxation information to support finance / rental / lease applications etc.

From time to time, we are required by law to disclose your personal information. Examples of this and the reasons are detailed below:

- Australian Taxation Office - when authorised under the Income Tax Act
- Centrelink and Family Assistance office - when authorised under the Social Security Act
- Police or Courts - in response to warrants or subpoenas.
- Australian Securities & Investment Commission - when authorised under Corporations Act

Sometimes research is required to correctly and professionally complete your taxation and financial obligations. In these instances, we may divulge only that part of your personal information absolutely necessary, to determine your claim. We would normally seek your approval before using outside research and or information services. All such instances are governed by the same elements of the Privacy Act as this practice. Examples of this and the reasons are detailed below:

legal advisors - for legal opinion

Professional Bodies - e.g. ICAA, CPA, TIA, NTAA, or NIA for detailed research.

How do we protect your information?

Only our staff, who are employed under strict confidentiality agreements, have access to your records. The information is stored in electronic and manual filing/archive systems. The hardware and software applications are protected by network and workstation password, designed to protect against unauthorised access. Manual filing/archive records are protected by security key, electronic security monitoring and keypad entrance security codes. Generally Email is not a secure means of communication, however our Internet service provider uses industry standard protocols to protect the personal information you disclose in using these facilities.

Contact for questions about our Privacy Policy or a breach of your privacy

Evette Deconinck

Office Manager

Smithfield Qld 4878

Ph: 07 4038 1122

Fax: 07 4038 1082

Email: cyasf@ozemail.com.au

If you are dissatisfied with our response

If you are not satisfied with the result of your complaint, you may refer the complaint to the Federal Privacy Commissioner whose details appear below:

Director of Complaints

Office of the Federal Privacy Commissioner

GPO Box 5218

SYDNEY NSW 1042

Ph: 1300 363 992

[Back](#)

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