



Privacy Policy

AVCA Pty Limited T/as
AV Chartered Accountants

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Contents

Privacy Policy.....	4
Introduction	4
What is personal information?.....	4
Employee records	4
Kinds of information that AV Chartered Accountants collects and holds.....	4
How AV Chartered Accountants collects and holds personal information.....	5
Purposes for which AV Chartered Accountants collects, holds, uses and/or discloses personal information	6
Disclosure of Personal Information	7
Access to personal information	7
Correction of personal information	7
Integrity and security of personal information.....	7
Anonymity and Pseudonymity	8
Making a Complaint	8

Privacy Policy

Introduction

AV Chartered Accountants is required to collect, hold, use and/or disclose personal information relating to individuals (including, but not limited to, its customers, contractors, suppliers and employees) in the performance of its business activities.

This document sets out AV Chartered Accountants policy in relation to the protection of personal information, as under the Privacy Act 1998 (Cth) the ("**Act**") and the Australian Privacy Principles ("**APP**").

The APPs regulate the handling of personal information.

What is personal information?

Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Employee records

This policy does not apply to the collection, holding, use or disclosure of personal information that is an employee record.

An employee record is a record of personal information relating to the employment of an employee. Examples of personal information relating to the employment of the employee include, but are not limited to, health information and information about the engagement, training, disciplining, resignation, termination, terms and conditions of employment of the employee. Please see the Act for further examples of employee records.

Kinds of information that AV Chartered Accountants collects and holds

AV Chartered Accountants collects personal information that is reasonably necessary for one or more of its functions or activities.

The type of information that AV Chartered Accountants collects and holds may depend on your relationship with AV Chartered Accountants. For example:

- (a) **Candidate:** if you are a candidate seeking employment with AV Chartered Accountants, AV Chartered Accountants may collect and hold information including your name, address, email address, contact telephone number, gender, age, employment history, references, resume, medical history, emergency contact, taxation details, qualifications and payment details.
- (b) **Customer:** if you are a customer of AV Chartered Accountants, AV Chartered Accountants may collect and hold information including your name, address, email address, contact telephone number, gender and age.

- (c) **Supplier:** if you are a supplier of AV Chartered Accountants, AV Chartered Accountants may collect and hold information including your name, address, email address, contact telephone number, business records, billing information, information about goods and services supplied by you.
- (d) **Referee:** if you are a referee of a candidate being considered for employment by AV Chartered Accountants, AV Chartered Accountants may collect and hold information including your name, contact details, current employment information and professional opinion of candidate.

Sensitive information: AV Chartered Accountants will only collect sensitive information where you consent to the collection of the information and the information is reasonably necessary for one or more of AV Chartered Accountants' functions or activities. Sensitive information includes, but is not limited to, information or an opinion about racial or ethnic origin, political opinions, religious beliefs, philosophical beliefs, membership of a trade union, sexual preferences, criminal record, health information or genetic information.

How AV Chartered Accountants collects and holds personal information

AV Chartered Accountants must collect personal information only by lawful and fair means. AV Chartered Accountants will collect personal information directly from you if it is reasonable or practicable to do so.

AV Chartered Accountants may collect personal information in a number of ways, including without limitation:

- (a) through application forms;
- (b) by email or other written mechanisms;
- (c) over a telephone call;
- (d) in person;
- (e) through transactions;
- (f) through our website;
- (g) through surveillance camera;
- (h) by technology that is used to support communications between us;
- (i) through publicly available information sources (which may include telephone directories, the internet and social media sites);
- (j) direct marketing database providers;

When AV Chartered Accountants collects personal information about you through publicly available information sources, it will manage such information in accordance with the APPs.

At or before the time or, if it is not reasonably practicable, as soon as practicable after, AV Chartered Accountants collects personal information, AV Chartered Accountants must take such steps as are reasonable in the circumstances to either notify you or otherwise ensure that you are made aware of the following:

- (a) the identity and contact details of AV Chartered Accountants;
- (b) that AV Chartered Accountants has collected personal information from someone other than you or if you are unaware that such information has been collected;

- (c) that collection of personal information is required by Australian law, if it is;
- (d) the purpose for which AV Chartered Accountants collects the personal information;
- (e) the consequences if AV Chartered Accountants does not collect some or all of the personal information;
- (f) any other third party to which AV Chartered Accountants may disclose the personal information;
- (g) AV Chartered Accountants' privacy policy contains information about how you may access and seek correction of personal information held by AV Chartered Accountants and how you may complain about a breach of the APPs; and
- (h) whether AV Chartered Accountants is likely to disclose personal information to overseas recipients, and the countries in which those recipients are likely to be located.

Unsolicited personal information is personal information that AV Chartered Accountants receives which it did not solicit. Unless AV Chartered Accountants determines that it could have collected the personal information in line with the APPs or the information is contained within a Commonwealth record, it must destroy the information to ensure it is de-identified.

Purposes for which AV Chartered Accountants collects, holds, uses and/or discloses personal information

AV Chartered Accountants will collect personal information if it is reasonably necessary for one or more of its functions or activities.

The main purposes for which AV Chartered Accountants may collect, hold, use and/or disclose personal information may include but are not limited to:

- (a) recruitment functions;
- (b) customer service management;
- (c) training and events;
- (d) surveys and general research; and
- (e) business relationship management.

AV Chartered Accountants may also collect, hold, use and/or disclose personal information if you consent or if required or authorised under law. This information may be used by us for the purpose of direct marketing as follows:

- (a) AV Chartered Accountants may use or disclose personal information (other than sensitive information) about you for the purpose of direct marketing (for example, advising you of new goods and/or services being offered by AV Chartered Accountants).
- (b) AV Chartered Accountants may use or disclose sensitive information about you for the purpose of direct marketing if you have consented to the use or disclosure of the information for that purpose.
- (c) You can opt out of receiving direct marketing communications from AV Chartered Accountants by contacting the Privacy Officer in writing or by sending us an email at mail@avcharteredaccountants.com.au or if permissible accessing AV Chartered Accountants' website and unsubscribing appropriately.

Disclosure of Personal Information

AV Chartered Accountants may disclose your personal information for any of the purposes for which it is was collected, as indicated under clause 6 of this policy, or where it is under a legal duty to do so.

Disclosure will usually be internally and with related entities.

We may on occasion need to disclose some details to third parties such as contracted service suppliers.

Before AV Chartered Accountants discloses personal information about you to a third party, AV Chartered Accountants will take steps as are reasonable in the circumstances to ensure that the third party does not breach the APPs in relation to the information.

Access to personal information

If AV Chartered Accountants holds personal information about you, you may request access to that information by putting the request in writing and sending it to the Privacy Officer. AV Chartered Accountants will respond to any request within a reasonable period, and a charge may apply for giving access to the personal information.

There are certain circumstances in which AV Chartered Accountants may refuse to grant you access to the personal information. In such situations AV Chartered Accountants will give you verbal or written notice that sets out:

- (a) the reasons for the refusal; and
- (b) the mechanisms available to you to make a complaint.

Correction of personal information

If AV Chartered Accountants learns that it holds personal information that is inaccurate, out-of-date, incomplete, irrelevant or misleading, it will take steps as are reasonable to correct and update the information held.

If AV Chartered Accountants holds personal information and you make a request in writing addressed to the Privacy Officer to correct the information, AV Chartered Accountants will take steps as are reasonable to correct the information and AV Chartered Accountants will respond to any request within a reasonable period.

There are certain circumstances in which AV Chartered Accountants may refuse to correct the personal information. In such situations AV Chartered Accountants will give you verbal or written notice that sets out:

- (a) the reasons for the refusal; and
- (b) the mechanisms available to you to make a complaint.

If AV Chartered Accountants correct personal information that it has previously supplied to a third party and you request us to notify the third party of the correction, AV Chartered Accountants will take such steps as are reasonable to give that notification unless it is impracticable or unlawful to do so.

Integrity and security of personal information

AV Chartered Accountants will take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that it:

- (a) collects is accurate, up-to-date and complete; and
- (b) uses or discloses is, having regard to the purpose of the use or disclose, accurate, up-to-date and complete.

AV Chartered Accountants will take steps as are reasonable in the circumstances to protect the personal information from misuse, interference, loss and from unauthorised access, modification or disclosure.

If AV Chartered Accountants holds personal information, it no longer needs the information for any purpose for which the information may be used or disclosed, the information is not contained in any Commonwealth record and AV Chartered Accountants is not required by law to retain the information, it will take such steps as are reasonable in the circumstances to destroy the information or to ensure it is de-identified.

Anonymity and Pseudonymity

You have the option of not identifying yourself, or using a pseudonym, when dealing with AV Chartered Accountants in relation to a particular matter. This does not apply:

- (a) where AV Chartered Accountants is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves; or
- (b) where it is impracticable for AV Chartered Accountants to deal with individuals who have not identified themselves or who have used a pseudonym.

However, in some cases if you do not provide AV Chartered Accountants with your personal information when requested, AV Chartered Accountants may not be able to respond to your request or provide you with the goods or services that you are requesting.

Making a Complaint

You have a right to complain about AV Chartered Accountants' handling of your personal information if you believe AV Chartered Accountants has breached the APPs.

Complaints may be made in two ways:

- (a) Email address: mail@avcharteredaccountants.com.au
- (b) Postal address: PO Box 915, Newcastle NSW 2300

Your complaint will be dealt with in accordance with AV Chartered Accountants' complaints procedure and AV Chartered Accountants will provide a response within a reasonable period.

If you are unhappy with AV Chartered Accountants' response to your complaint, you may refer your complaint to the Office of the Australian Information Commissioner.