

## PRIVACY POLICY

Your personal information is as important to us as it is to you. When you provide your personal information to us, you trust us to protect it and keep it safe. We are bound by the Privacy Act 1988 (Cth) (Privacy Act) and will protect your personal information in accordance with the Australian Privacy Principles (APPs). These principles govern how we may collect, use, disclose and store your personal information, as well as ensuring the quality and security of your personal information. If you would like to know more about how we protect your privacy, please contact our Privacy Officer.

### ABOUT THIS POLICY

This Privacy Policy sets out how we comply with our obligations under the Privacy Act and has been published to provide you with an outline of how and when personal information is collected, stored and used by us.

#### What is personal information?

Personal information includes any information, about an identified individual and their related entities. The personal information may include, but is not limited to, information such as your name, address, telephone number and date of birth.

#### The kinds of personal information we collect

We only collect personal information that is necessary for one or more of our functions or activities. We do not generally collect personal identifying information about individuals except when that information is provided voluntarily and in accordance with our various application forms and requirements. This may include your contact details, digital signature, educational qualifications, employment history and complaint details.

Once personal information has been provided to us, it will only be used for the purpose it was collected or related purposes which would reasonably be expected. It will not be used for any other purpose unless:

- you have consented to the use or disclosure; or
- the use or disclosure is authorised by law

More examples of how we might use your personal information and the types of organisations to which we might disclose this information is set out below.

#### How we collect personal information

We usually collect personal information directly from you unless it is unreasonable or impracticable to do so. For example, we may collect your personal information when you complete a form (including an application for employment with us), use our website or contact us in person, electronically or by telephone.

## **How we use and disclose personal information**

The main reason we collect your personal information is to provide better services to you. In particular, we will not sell, rent or trade your personal information. The purpose for which we may collect, use or disclose personal information may include the following:

- to effectively conduct our business and perform our internal administration operations;
- to maintain our records and internal reports;
- to ensure ATO compliance through Betts & Associates compliance reporting systems;
- to assess an applicant's suitability for employment with us;
- to maintain our relationship with you;
- to respond to an individual's enquiry or request for information (please note that a request for information may be limited by the Right to Information Act 2009 (Qld));
- to resolve a complaint; or
- to comply with legislative and regulatory requirements and otherwise fulfil our legal obligations, including under the Work Health and Safety Act 2012 (Qld).

We will not disclose personal information other than:

- as required by law (for example, to the Australian Taxation Office);
- as authorised by law (for example, to protect our interests or where we have a duty to make such disclosure);
- if consent has been provided by the individual for us to disclose their personal information;
- to any company which is a related entity of Betts & Associates
- to our employees, agents, and external advisers, such as lawyers, auditors, accounting body and financiers; and
- to organisations who provide services to us in connection with our business, such as mailing operations, billing and debt recovery functions and information technology services.

We take reasonable steps to ensure the organisations above are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

## **How we protect the security of personal information**

We may store personal information in hardcopy and/or electronic form. We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification or disclosure. We also take reasonable steps to securely destroy or de-identify personal information where we no longer need it for the purpose for which we collected it, unless it is required to be retained as a record in accordance with the Public Records Act 2002 (Qld) and the Australian Taxation Office.

## **How personal information can be accessed and corrected**

Subject to some exceptions under the Privacy Act, you may access, or request that we correct, your personal information we hold about you.

This Policy applies to all Betts & Associates employees, contractors and to any other personnel notified that this Policy applies to them.

It is our goal to ensure that the personal information we hold is accurate, complete, relevant, not misleading, timely and secure, and we take reasonable steps to ensure that this information remains accurate, up-to-date, complete, relevant and not misleading. In order for us to meet this goal, you should ensure that you promptly advise us:

- if there is any change to any of the details you have provided to us; or
  - if it comes to your attention that we possess certain information about you that is not correct, accurate, complete, up-to-date or relevant,
- so that we can continue to provide the services that we have agreed.

Additionally, under Chapter 3 of the Information Privacy Act 2009 (Qld), you may also request details of your personal information we hold about you or request that we correct your personal information the information is not accurate, complete or up-to-date by contacting the Betts & Associates. In order to protect your privacy, we need to sight your identification in person or, if your application is made via post, fax or email, we will require you to provide a certified copy of an identification document before actioning your request (as required by the Information Privacy Regulation 2009 (Qld)).

There may be a charge for requesting access to, or correction of, personal information. This charge will not be excessive.

We will allow access and use all reasonable efforts to correct the information that we hold about you unless we consider that the Privacy Act or another relevant law permits or requires us to withhold the information or not make the correction.

If we cannot provide you with access to your personal information, or cannot correct it if requested, we will provide a written notice of our reasons for being unable to comply with your request.

### **Overseas transfer and storage of personal information**

We may, in some situations, disclose your personal information to a recipient which is located outside Australia. If we use a cloud-based service to store and process personal information, such a service may use a server hosted overseas to store data including your personal information. Before doing so we will take reasonable steps to ensure that the overseas recipient does not breach the APPs in relation to the information.

The privacy laws relating to digital signatures are in line with the storage and use of client financial information, ie

- stored securely
- only used for intended purpose
- not publicly accessible
- prior consent given by the client (expressly or impliedly) for the express use of this information.
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# Betts & Associates Pty Ltd

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Betts & Associates ensures that the appropriate encryption protocols are securely maintained and reviewed regularly.

## Complaints

You can make a privacy related complaint by contacting us. Individuals may also complain to the Office of the Australian Information Commissioner by calling 1300 363 992 or by visiting the website at [www.oaic.gov.au](http://www.oaic.gov.au).

## Cookies

The Betts & Associates website may use cookies to collect information about our visitors and to track advertising campaign data and for advertising purposes. A 'cookie' is a small file that is sent to your computer when you visit our website. Cookies may store user preferences and other information. The cookies we use do not store any personal data or otherwise collect personally identifiable information. You can set your browser to refuse cookies or to indicate when a cookie is being sent.

## KEY RESPONSIBILITIES

### All Employees, Agents, Contractors and Consultants

As privacy matters to everyone, you:

- must comply with this Policy and the Privacy Act at all times;
- are responsible for completing Betts & Associates Mandatory Online Induction Privacy Awareness training, raising any lack of understanding with your manager and participate in privacy awareness activities;
- must not engage in behaviour, or ignore or allow behaviour by others, that breaches this Policy and the Privacy Act; and
- must promptly raise issues or suspected breaches of this Policy or the Privacy Act with the Privacy Contact Officer or General Counsel.

### Privacy Compliance Program

To give effect to its commitment to privacy compliance Betts & Associates has:

- established this Privacy Policy;
- developed Privacy Policy Guidelines to accompany the Privacy Policy;
- published its Privacy Policy on its website;
- developed Privacy Complaints Policy and Handling Procedures to receive and respond to privacy complaints and enquiries;

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## PUBLIC ACCOUNTANTS

ACN 010 654 225 ABN 41 010 654 224 (INC IN QUEENSLAND) Liability limited by scheme approved under Professional Standards Legislation



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- conducts Privacy Impact Assessments on major projects that involve the collection and handling of personal information;
- developed Cloud Computing Policy and Cloud Computing Guidelines in conjunction with B & A Technologies;
- developed mandatory online privacy awareness training for staff;

Betts & Associates will continue to:

- commit the resources necessary to support effective privacy compliance;
- review and maintain its training, processes and practices to meet changes and developments in the law and in Betts & Associates' business operations;
- review the effectiveness of the Privacy Compliance Program and undertake required improvements.

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