

Tax Today prides itself on principles of trust, integrity and a strong commitment to privacy. Our commitment also extends to strong customer satisfaction along with providing the best possible service and ethics that our clients would expect. For your ease, Tax Today has created web based tools, online forms and other technological forms of media in order to aid and assist the way that you deal with us. These tools simply set out our principles, so you the client, are aware of our procedures to gather, update and distribute your personal information.

### **Your Privacy- our commitment**

As a client of Tax Today, we understand how important your personal information is to you. For this reason we have implemented this privacy policy to adhere to the laws under the Privacy Act 1988 and its amendments.

Tax Today's clients can be assured that any personal information that you provide to us will be protected and kept strictly confidential. Whether we have obtained your information by email, fax, telephone or directly by your within one of our offices, our privacy commitment to you will remain. Our key objective in gathering this information is to ensure that we are providing an exceptional quality of service and making sure you are receiving best best service we can provide for you.

### **Responsible use of information held**

Tax Today ensures that we will only obtain and hold information that is most relevant and necessary for us to complete any services that we provide to you. We will not use any personal information provided to us , for any purpose that is not related to the service that we provide to you, nor will we use your information for any further gain other than for what you would reasonably expect us to use your information for. However, your information may be used within Tax Today to enable us to offer you products or services that we reasonably feel will be of benefit to you. You the client will then have the option to decide whether or not this will be of benefit for you.

Where we are authorised by law or where the interest of Tax Today requires, we may have a duty to disclose your information publicly.

### **Information Requested by other organisations or agencies**

Tax Today does not on sell information to other parties. The information that Tax Today obtains will be used to complete your tax returns or any other service requested. We have the right by law to share this information with authorised government bodies such as the Australian Taxation Office. Your information will be treated with the utmost respect and will not be disclosed to any other organisation, individual, including spouses, partners or defacto without your written knowledge and consent.

If any other Tax Today branch requests your information or transfer of a file, we will not do this unless there is an express written consent (inclusive of electronic media) from the other branch. (maybe leave out to cover us?)

### **Quality of Personal Information**

It is our commitment to ensure that the information that we have is accurate, complete and current. To maintain this commitment you must notify us of any change to the details you provided. Furthermore, if you know that the information that you have provided us is not complete, accurate or up to date you must contact us immediately to ensure that we take the best reasonable steps to correct your information.

### **Website and Contact Details**

Utilising our web facilities involves us interacting with you electronically. As a result, for security reasons we may record your IP address along with details of access to our sites, we may also place cookies on your computer for your web browser to search and find us efficiently. If you want to prevent these cookies being stored on your computer, you can change the preferences within your web browser. The information is not matched with any personal information and will remain completely anonymous.

### **Children's Privacy**

We consider the safety of children on the internet very important. The Tax Today website is strictly to be used for business purposes. We do not knowingly market any material

towards children, nor do we knowingly contain any information that is inappropriate to children. If children do use this website, it must be done under adult supervision.

### **Surveys and Promotions**

Tax Today may request you to fill out information in order for us to conduct surveys either by phone or online. Such information may be your contact information, email address or demographic information. This information, will simply be used to verify your identity, determine your eligibility for promotions/events or services that we may offer and complete our transactions with you.

### **Financial information**

Financial information collected either online or by fax will remain strictly confidential, and only where required by law will we disclose this information to any companies or organisation's. This information includes but is not limited to credit card details and bank account details. Storage of these information may be on our secure servers or those of third parties that are required to complete the transaction or services provided to you.

### **Public Forums and Social Media**

Tax Today may make chat rooms, forums or news groups that are widely available online. You should exercise extreme caution when disclosing personal information within these applications as they become public information. The views stated on these sites or mediums are not necessarily those of Tax Today and will only be the express opinions of the writer.

### **Protection**

We use the best security available to us within our means so that reasonable steps are taken to protect the information that we hold. As part of our employment contracts, our staff are required to sign a confidentiality clause.

### **Tax related information**

When you engage our services, the information contained will be treated with extreme care and confidence. From time to time we may ask your permission to share certain

information. We will never disclose any tax information without your consent as required by law.

This information is subject to change and all updates will be placed on our website. If you have any questions about this privacy statement, or any dealings with Tax Today, please contact us by:

Postal: The Privacy Officer PO Box 1219 Parramatta 2124

Email: [admin@taxtoday.com.au](mailto:admin@taxtoday.com.au)

Phone 02 9806 0499

Fax 02 9806 0433