



Privacy Policy – effective 31 March 2023

This policy outlines our practices in the collection or usage of your personal information.

Your personal information and privacy are something we will always respect and uphold and is of utmost importance to us.

Seamless Accounting Services is committed to the provision of professional quality services to you and in doing this we may collect, use, disclose otherwise manage your personal information in order to assist us providing you with the most effective and efficient service.

The Privacy Act 1988 (Cth) ('Privacy Act'), the Australian Privacy Principles and the *Privacy Regulation 2013 ('Regulations')* are the governed policies in which we adhere to and outline the ways in which we are required to manage your personal information.

Copies of these publications can be found online at <https://www.oaic.gov.au/>.

We will only request or collect any personal or sensitive information from you, or your associates to facilitate our service standards and to provide you with a best practice service.

As a secondary purpose, we may also (from time to time) use your personal information for advertising/promotional or marketing purposes (i.e., displaying your business on our social media). It is expected that you will require reasonable disclosure before doing this and will request your consent first prior to doing this.

We only always endeavour to foremost collect any personal information directly from you, however in the course of our provision of services (or related services) to you, we may be provided this information by a third party. Where this arises, we will take reasonable steps to ensure that you are made aware of this, unless you have specifically authorised that third party to provide such information to us.

We may also disclose your personal information to a third party where required or permitted by law, or with your knowledge and consent. We will only disclose this information for the purpose to assist in our service to you.

By using our website www.seamlessacc.com.au or contents contained directly within it, (for example including, but not limited to), the websites online calendar booking system, you consent and authorise to provide us with any personal information it/we request for the purposes outlined above.

When we collect personal information, we will also endeavour (where appropriate and practical) to inform you why we are collecting this information and the ways in which it will be used.

Examples of personal information in which we may collect from you are inclusive of, but not limited to:

- Names
- Addresses
- Tax File Number's
- Emails

We obtain this information in many ways, including, but not limited to the following:

- Via our website www.seamlessacc.com.au and its contents therein
- Via email
- Via phone
- Via any published information available online, i.e., your website, google searches.
- Via video conference
- Via meetings or consultations with you

When utilising our website or any other mediums in which we control and operate (i.e. Social Media platforms such as Facebook or Instagram), occasionally when you use

such materials you may be linked to sites or publications neither directly or indirectly controlled by us.

Seamless Accounting Services will not accept any liability or responsibility over the content of these sites or publications and you hereby acknowledge and accept to use these links at your own risk.

We implement procedures and practices to store and collect information from you for a period only required to provide the desired / requested level of service. In storing your data, we adopt commercially acceptable industry standard and best practices to protect it and to prevent any loss, theft, misuse, unauthorised access, disclosure, copying, alteration or modification.

It is critical to us (and to you in your dealings with us), that your personal information is up to date, accurate and complete at all times. If you find that your information in which is held by us is not current and needs to be updated, please contact us as soon as possible to ensure we can continue delivering the highest quality of services to you.

You can refuse any request from us of your personal information, however by doing so you accept and acknowledge that this may limit the scope and subsequently the level of requested service in which you desire and may prevent some (if not all) services we can deliver to you.

If you do not consent to having your personal information collected by us, please inform us in writing.

This policy may change from time to time and any prospective, current person or party in which deals directly or indirectly with Seamless Accounting Services is strongly encouraged to keep abreast of this policy and review it from time to time past the above-mentioned date to become fully appraised of any subsequent changes.

By using any part of our website freely or other mediums online in which we own and operate, you confirm your acceptance to this policy and its practices and procedures contained therein.

If you wish to discuss anything contained in this policy, have any queries around how your personal information and data is handled by Seamless Accounting Services, please do not hesitate to contact us via email or via phone.

This policy is effective as of the 31/03/2023.