



Tribel Accountants Privacy Policy

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Tribel Accountants Privacy Policy

Your privacy is important to us, and you may request access to your personal information at any time by calling us on 1300 852 980.

The policy

This Privacy Policy provides information on how Tribel Accountants and Business Advisors Pty Ltd manages personal information collected; including personal information collected through this website.

Tribel Accountants and Business Advisors Pty Ltd realises the importance of ensuring that personal information held by the company is treated confidentially and is committed to ensuring that all personal information is only collected, disclosed, used and stored in accordance with the National Privacy Principles set out under the federal Privacy Act 1988.

What is 'personal information'

'Personal Information' is 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.

Use and disclosure of personal information

Any personal information that we collect will only be used and disclosed for the purpose for which it has been provided to us.

Personal information may need to be disclosed to external service providers engaged by Tribel Accountants and Business Advisors Pty Ltd in order for those service providers to fulfil their service obligations to the firm. For example:

IT service providers who assist in managing Tribel Accountants and Business Advisors Pty Ltd servers and networks may need to access client data in order to maintain the servers and networks;

Where personal information is disclosed to an external party, Tribel Accountants and Business Advisors Pty Ltd will take steps to ensure that the external party treats such information confidentially and in accordance with the Privacy Act 1988.

Email communications

If you have registered through our website to receive email communications from us, we may use your contact details to send you newsletters, marketing emails or invitations to Tribel Accountants and Business Advisors Pty Ltd seminars or events, which may be of interest to you. However, you may at any time opt out of receiving such materials by completing our Online Enquiry Form. Upon receiving such a request, Tribel Accountants and Business Advisors Pty Ltd will remove your contact details from our distribution lists.

Accessing and correcting personal information

You may request us to provide you with access to personal information we hold about you. We will process all requests for access to personal information in accordance with the National Privacy Principles. In most cases, we will provide you with access to your personal information. However, we may refuse access in

certain situations as listed in the National Privacy Principles. If we refuse to give you access, we will provide you with reasons for our refusal.

If any personal information we hold about you is not accurate, complete or up to date, please let us know and in most cases, we will use all reasonable efforts to update the information.

Personal information security

Tribel Accountants and Business Advisors Pty Ltd is committed to keeping secure the data you provide to us and we will take all reasonable precautions to protect your personally identifiable information from loss, misuse or alteration.

Changes to our privacy policy

From time to time it may be necessary for us to revise our privacy policy. We reserve the right to change our privacy policy at any time without prior notice. We will notify you of the changes by posting an updated version of the policy on our website.

Information we are required to Disclose to You

As a Tax Agent, our work for you is performed in accordance with the Tax Agent Services Act 2009. Under this Act, the Tax Agent Services (Code of Professional Conduct) Determination 2024 requires that we make the following disclosures to you:

1. Matters that could significantly influence your decision to engage us (or continue to engage us) for a Tax Agent Service from 1 July 2022 onward include the following:

- None Applicable

2. The Tax Practitioner's Board maintains a register of Tax Agents and BAS Agents. You can access and search this register here: <https://www.tpb.gov.au/public-register>

3. If you have a complaint about our Tax Agent services, you will need to contact your Accountant in the first instance with details by email. If they are unable to resolve your complaint within 3 business days, please contact Directors – Phillip Comerford or Peter Scolari by email (phillc@tribel.com.au or peters@tribel.com.au). Your complaint will be investigated by the Directors. We will provide you with email acknowledgement of receipt of your complaint and our understanding of the circumstances. The email will inform you that we will attempt to resolve your complaint with 14 days and will outline the dispute resolution process. If you are unhappy with the outcome that we propose to you, you can then make a complaint to the Tax Practitioners Board (TPB) using the link listed above. The TPB will send you an email to acknowledge the receipt of your complaint and review and risk assess your complaint.

If you are unhappy with how the TPB has dealt with your complaint, the above link includes details about your review rights and who can further assist you.