

PRIVACY COLLECTION STATEMENT

FWO Chartered Accountants is committed to protecting the privacy of your personal information. You can access our full privacy policy [here](#).

The primary purpose we collect personal information from you is to provide you with an accounting or financial service. We may also use or disclose the personal information for another purpose such as to inform you of relevant updates and alerts that may affect you or your business and to invite you to events that may interest you.

Our usual process of collecting personal information is to collect the personal information directly from you, usually by phone, through the submission of forms, emails and face to face contact. We may also collect personal information from other sources, such as the Australian Taxation Office or other governmental bodies, other entities in the FWO Group, from referrals from other individuals or entities or through marketing and business development events. We will only collect the personal information from these other sources if it is necessary to provide you with the accounting or financial service, or you have instructed us to collect your personal information from those sources.

We may request your Tax File Number (TFN) for the provision of taxation services as authorised to do so under the *Privacy Act 1988*, the *Privacy (Tax File Number) Rule 2015* and section 8WA(1AA)(c) of the *Taxation Administration Act 1953* (Cth). TFN information will only be used for a purpose authorised by taxation law.

You are under no obligation to provide your TFN to us and declining to do so is not an offence. However, we may not be able to provide some of our services to you if it is not provided.

The information is usually collected before and during the course of providing the accounting or financial service to you.

Under our professional obligations, we are also required to issue you with an engagement agreement for some matters (see APES 230 and 305). For this reason, we will need to collect your contact details before proceeding with the accounting or financial service.

If you do not provide us with the requested information, we may not be able to provide you with the accounting or financial service. In some cases, it may be possible for you to provide us with some but not other personal information. You can ask us if this is possible before providing us with your instructions.

Your personal information may be disclosed to other entities, such as the Australian Taxation Office or other government bodies, our referral partners who can assist in your functions and activities, other entities in the FWO Group and our third-party technology providers such as our data storage provider and email filter providers. It may also be disclosed to entities providing professional services to us, such as, our legal advisors.



We do not usually disclose personal information to overseas entities apart from disclosure of limited personal information to an entity in India (ISO/IEC 27001 certified). We will take all reasonable steps to ensure that the overseas entity uses the personal information in a way that is compliant with the Australia Privacy Principles and other relevant privacy laws.

Our detailed privacy policy includes further information on how you can access and seek correction of your personal information and how you can complain about a breach of your privacy. The policy also contains information about how we will deal with a complaint.

If you have any concerns about the privacy of your personal information, please consult our full [privacy policy](#) or contact us for a copy. You may also contact our Privacy Officer on 07 3833 3999 or by email at info@fwoca.com.au

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