



## **Privacy Policy**

Updated: 30 July 2024

At Formic Advisory, we recognise and appreciate the importance of protecting your privacy. In handling your personal information, we will comply with the Privacy Act 1998 (Cth) at all times. Our policies and practices in relation to handling and use of personal information are updated as and when required.

*Personal information* means information or an opinion about an identified individual, or about an individual who is reasonably identifiable.

### **What types of information does Formic Advisory collect and hold?**

As part of our taxation, accounting and advisory services, we collect your personal information. This includes but is not limited to:

- Names, contact and address details
- Dates of birth
- Employment/job titles
- Business and personal income and expenses
- Information in identification documents (for example, passport, driver's license)
- Tax file numbers and other government-issued identification numbers
- Bank account details, shareholdings and details of investments
- Details of superannuation and insurance arrangements
- Educational qualifications, employment history and salary
- Visa or work permit status
- Personal information about your spouse and dependants.

### **How do we collect and use personal information?**

Generally we collect your personal information from you directly (for example, when we deal with you in person or over the phone, when you send us correspondence (including via email), when you complete a questionnaire, form or survey, or when you subscribe to our newsletters or publications).

At times it may be necessary for us to collect your personal information from third parties. For example, we may collect your personal information from your employer where they are our client, from your personal representative, or a publicly available record.

If you or other third parties provide us with personal data, irrespective of the medium or format by which it is provided, we have accepted it on the basis that the party providing it to us has the right to do so and has done so with your authorisation.

We may also collect information through your interactions with our website via cookies. The information we collect will be used as part of the provision of our professional services to you and your associates. We may also use it to send you product information, promotional material and information about new services and special offers.



If you prefer not to receive any such correspondence, please let us know in writing.

#### **How do we hold/store personal information?**

Your personal information will be held primarily by electronic means, but may also be held on paper from time to time. Electronic means include servers maintained by cloud service providers, as well as desktop computers, notebook computers, tablets and other mobile devices.

Where data is stored via cloud storage, our primary suppliers and the geographical location of servers, is as follows:

BGL Corporate Solutions	Australia
Xero Australia	Australia
Microsoft	Australia
Box	Australia

Access to information is at all times limited by password access, including two-factor authentication where possible. You should also ensure that where you are invited to provide information to us via cloud storage that appropriate security safeguards are in place.

We will only hold your information as long as is necessary to provide our services to you as required.

#### **Will we disclose your information to anyone?**

We will NEVER sell, trade or rent your personal information to third parties.

As part of the provision of our services to you we may engage third parties. We will only do so where it is necessary to complete the services you have engaged us to perform. These parties may be based overseas. In doing so we use our best endeavours to ensure the providers company with our data handling policies.

Currently we may disclose information to overseas recipients located in India and The Phillipines.

Other than as noted above, we will provide your personal information to third parties only with your express consent, unless otherwise required by law.

#### **Where you wish to check, update or change the information we hold**

Upon receipt of your written request and enough information to allow us to identify the information, we will disclose to you the personal information we hold about you. We will also correct, amend or delete any personal information that we agree is inaccurate. We do not typically charge any fees for responding to such requests for personal information.

#### **Complaints and concerns**

Where you have any concerns around privacy or the treatment of your personal information, please direct these in writing to the Privacy Officer listed below. All complaints will be treated, seriously,



confidentially, and dealt with promptly. Where a formal response within a reasonable period is not possible, we will write to you to advise of the delay, the reasons for it, and an expected resolution period.

Privacy Officer

Michael Grapsas  
[michael@formicadvisory.com.au](mailto:michael@formicadvisory.com.au)

**Consent**

By engaging Formic Advisory, you give your consent to our collection of your personal information, and the treatment thereof, in accordance with the principles and procedures outlined above.