



OUR PRIVACY POLICY

Bookwiz is bound by law to comply with the National Privacy Principles (NPP's) contained in the Federal Act. Bookwiz undertakes as a policy, not to interfere with an individual's privacy rights in the way we collect, use or disclose the personal information of any persons who provide Bookwiz with such information in the course of carrying out our functions as subcontractors and service providers to the bookkeeping industry. Bookwiz at all times handles the personal information we collect, use or disclose in a responsible way, that ensures individuals a degree of control over their own personal information.

Policy Guidelines:

The Privacy Act defines personal information as *'Information or an opinion in any form about an individual whose identify is apparent or can reasonably be ascertained from the information or opinion.'*

The collection of sensitive information is prohibited and is defined by the Act as information or an opinion about an individual's racial or ethnic origin, political opinion(s), membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional trade association(s)/union, sexual preferences or practices, criminal record and health information. Team Member records relating to the employment of a Team Member are exempt.

Bookwiz collects personal information by the following means:

- Telephone and facsimile,
- E-mail,
- Internet site,
- Application for Employment,
- Occupational Health and Safety (Accident/Incident Report),
- Purchase or return processes.

Personal information, which is collected by the above means, is only used for one function or activity and only for the purpose for which it was collected. At or before the time Bookwiz collects personal information about an individual from the individual, Bookwiz will take reasonable steps to ensure that the individual is aware of:

- The company's identity and how to contact us,
- The fact he/she is able to gain access to the information,
- The purpose for which the information is collected,
- Any law that requires particular information to be collected and,
- The main consequences (if any) for the individual if all or part of the information is not provided to the company.

In carrying out its business, Bookwiz will endeavour to do the following:

Disclosure of Information – the company will not use or disclose personal information about an individual for any secondary purpose, other than the primary purpose of the collection unless that secondary purpose is related to the primary purpose and the individual would reasonably expect the disclosure in the circumstances unless consent has been given or permitted under the Act. E.g. collecting personal information during the course of a purchase by a person and then entering the information into a Bookwiz database to be used for direct marketing initiatives in the future. In this instance, a disclosure should be included at the bottom of the appropriate documentation highlighting that the client's information may be used to inform clients of promotions, sales or new products, etc.

Data Quality and Integrity – the company will take the necessary steps to ensure that any personal data collected, used or disclosed is up to date and accurate.

Openness – the Privacy Policy is available to anyone who requests a copy.

Access, Complaints and Requests to Change Personal Information – Individuals are able to access their personal information, view, change or request that it be deleted, at any time, by written request (email or letter), which request will be met within 30 days of receipt. The individual to action a request should be the Franchisee of each business.

Identifiers – Bookwiz does not identify any individual by a Commonwealth Government identifier such as Medicare or Tax File Numbers

Anonymity – where lawful and practical, individuals will have the option of transacting anonymously with the company (i.e. pay by cash).

Sensitive Information –Bookwiz does not collect sensitive information about an individual unless they have consent or it is required or authorised by law or the collection is necessary for the establishment, exercise or defence of a legal or equitable claim or the information relates solely to our clients or to individuals who have regular contact with us in connection to our activities.

Third Party Business Relationships – the company has entered into various third party business relationships to assist or facilitate various initiatives, e.g. contractors. As per our policies, when entering into relationships with third party business providers, ensure that they are aware of and have agreed to abide by this policy to use client information for the purposes that is released to them.