

My Business Keeper



Haydon Family Enterprises | ABN: 92907351967 T/as | Agent Number: 29046529 | mybusinesskeeper.com.au

Privacy and Data Protection

April 2023

My Business Keeper
101 Moulder Street, Orange NSW 2800
Ph: 6361 6364

The gathering and keeping of personal information by My Business Keeper is within the guidance of the [Australian Privacy Act 1988](#) and the Australian Privacy Principles (see page 3 of this policy). My Business Keeper is committed to protecting the information given to it for the purpose of its day to day business operations.

What does this look like in practice?

My Business Keeper Team Members

- All team members, both national and international are required to read, sign, understand and comply with the My Business Keeper [Confidentiality Agreement](#) 2023
- If it is thought that a team member's personal information is mishandled, or used inappropriately by another team member or client, a complaint can be lodged with the My Business Keeper Director or Privacy Officer.

My Business Keeper Clients

Both current and past clients of My Business Keeper disclose personal and business information, which can be given verbally, digitally or in written form. This information will be kept confidential and is stored within the programs used to complete agreed work for the client.

Client information will only be disclosed to the relevant bodies within the agreed scope of work, e.g. relevant team members, government agencies etc. If information is required by a third party (an entity other than the client and the tax practitioner), an "[Authority to Disclose Client Information](#)" will need to be completed and returned to My Business Keeper, prior to the release of required information. NOTE: On occasion there may be a legal duty to disclose information.

If a client requires access to their file or any information kept by My Business Keeper, this file will be available to them within 24 hours of a written request being received.

If a client has concerns about the mishandling of information the Complaints Action Form (see below) should be filled in and the following processes will be followed.

Client Information and Remote Team Members

My Business Keeper may have team members that work remotely from time to time. These team members are obliged to comply with the same confidentiality agreement as all team members. Given the sensitivity of the information provided by clients, My Business Keeper will put in place all reasonable measures to ensure the security of this information, this includes but is not exclusive to, using cloud based computer programs, encouraging professional staff relationships to promote accountability for work etc.

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Privacy Impact Assessment

The privacy of both team members and clients will be assessed regularly (approximately yearly) to ensure compliance with the current privacy laws and acceptable practice within the accounting industry. When new projects or a new direction for the company are considered, a privacy impact assessment will be conducted to identify the impact that the project may have on the collected information. This assessment will be conducted using the following guidelines. [10 Steps to Undertaking a Privacy Statement](#)

Australian Privacy Principles — a summary for APP entities
from 12 March 2014

APP 1 — Open and transparent management of personal information
Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP 2 — Anonymity and pseudonymity
Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

APP 3 — Collection of solicited personal information
Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

APP 4 — Dealing with unsolicited personal information
Outlines how APP entities must deal with unsolicited personal information.

APP 5 — Notification of the collection of personal information
Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 — Use or disclosure of personal information
Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP 7 — Direct marketing
An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP 8 — Cross-border disclosure of personal information
Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP 9 — Adoption, use or disclosure of government related identifiers
Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

APP 10 — Quality of personal information
An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP 11 — Security of personal information
An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP 12 — Access to personal information
Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 — Correction of personal information
Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

www.oaic.gov.au

For private sector organisations, Australian Government and Norfolk Island agencies covered by the Privacy Act 1988

We may revise our Privacy and Data Protection Policy from time to time. If we do so, this information will be updated.

Date	Name/Version	Written by	Next Evaluation Date
April 2023	Privacy / Confidentiality Policy V1	My Business Keeper	April 2024
September 2023	Privacy and Data Protection Policy V2	Kristy Cordery	September 2024
For further information	Australian Privacy Principles Australian Privacy Act 10 Steps to Undertaking a Privacy Statement The Landscape Association Fair Work Ombudsman		

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Complaint Action Form

February 2023

This form is to be filled out by either a My Business Keeper Team Member, Client or other interested party when a complaint is being made. Please fill in the shaded areas.

Date	Your Name	Name of person action has been given to
Policy or conduct that has been breached		Complaint Details
Date	Received By	Assessed by
Assessment outcome		
Date	Investigation details (if investigation is needed)	
Issues		
Time frame		
People Involved		
Evidence		
Outcome		
Date	Complaint Outcome (interview with person who made complaint)	

Please return to pauline@mybusinesskeeper.com.au