



## Cloudbooks Privacy Policy

Cloudbooks\* respects your right to privacy and protects your personal information. We follow the Australian Privacy Principles appearing in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Clth). We have adopted internal policies and strategies that protect your personal information.

This Privacy Policy will inform you about how we collect, store and deal with personal information that you have provided us with.

### **Personal Information**

Your personal information includes information that can identify you as an individual and can include, for example, your name and address, date of birth and an Australian Business Number (ABN).

The information that you provide to us is used primarily for the conduct of our business with you. We will only ever collect your information through legal means and we will not use our business relationship with you to extract information that is not usually required to perform our function and provide our service to you.

### **Use of personal Information**

Cloudbooks will only use the personal or business information you have supplied to us in order to:

- Sufficiently identify you as our client;
- provide you with a better service;
- conduct our business in a way that relates to you and your business;
- keep you informed about Cloudbooks services and potentially those of our business partners and associates as may be relevant to you;
- comply with our legal and regulatory obligations;
- provide you with our newsletter and other useful communications;
- let you know about Cloudbooks service initiatives; and
- provide you with information about our products and services.

By giving us information, you agree to us using your information in the manner described above.

### **Security of Personal Information**

We have introduced procedures to safeguard the security and confidentiality of your information. These procedures, which relate to personal information both electronically stored and in hard copy, are periodically reviewed to ensure we keep up to date with legal requirements to protect such information.

### **Information in our possession**

Because we treat your personal information as strictly private and confidential, we will not disclose your personal information to third parties unless:

- you have given us your permission
- it is required in the course of bookkeeping services we are providing to you
- it is for external administrative purposes (e.g. courier services)
- we are required to do so by any court, tribunal or regulatory authority.

We do not disclose your personal information (including your email address or telephone number) to any third party for the purpose of marketing products or services to you.

### **Accessing and updating your personal information**

You may request access at any time to personal information that we hold about you. In some cases an administration fee may be charged for locating and retrieving such information. If it is no longer accurate, we will update it with current information provided by you.

In limited circumstances we may be permitted by law to deny you access to your personal information. If this occurs, we will always provide our reasons for doing so.

### **Contact us**

Contact Cloudbooks if you have any questions, feedback or complaints about privacy. Please contact us using the Contact link at the top of the page.

For further advice regarding your privacy rights, you can contact the Office of the Victorian Privacy Commissioner: <http://www.privacy.vic.gov.au>

### **Disclaimer**

**The contents of this website are for information and marketing purposes only.**

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