RC & ASSOCIATES
SPECIALISTS IN TAXATION

Phone: 07 3341 7432
Mobile: 0422 047 556
Email: enquiries@rcassociates.com.au
Post: PO Box 80 ROCHEDALE QLD 4123
www.rcassociates.com.au
ABN: 20634755448

Privacy Policy

RC & Associates is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the RC & Associates website and our accounting, taxation and related services, and governs data collection and usage. RC & Associates handles personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

1. Collection of your Personal Information

RC & Associates collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. RC & Associates also collects anonymous demographic information, which is not unique to you, such as your post code, preferences, interests and favourites.

For client services and identity verification, RC & Associates may also collect dates of birth, tax file numbers, financial information, business ownership details, driver license, passport or other identity document details, verification results and consent records. This information is collected directly from you or, where authorised or permitted by law, by representatives, relevant authorities and service providers.

There is also information about your computer hardware and software that is automatically collected by RC & Associates. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by RC & Associates for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the RC & Associates website.

RC & Associates encourages you to review the privacy statements of websites you choose to link to from RC & Associates so that you can understand how those websites collect, use and share your information. RC & Associates is not responsible for the privacy statements or other content on websites outside of the RC & Associates and RC & Associates family of websites.

2. Security of your Personal Information

RC & Associates collects and uses your personal information to operate the RC & Associates website and deliver the services you have requested. RC & Associates also uses your personally identifiable information to inform you of other products or services available from RC & Associates and its affiliates. RC & Associates may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

RC & Associates does NOT sell, rent or lease its customer lists to third parties. RC & Associates may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. All such third parties are prohibited from using your personal information except to provide these services to RC & Associates, and they are required to maintain the confidentiality of your information.

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RC & Associates does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

RC & Associates keeps track of the websites and pages our customers visit within RC & Associates, in order to determine what RC & Associates services are the most popular. This data is used to deliver customised content and advertising within RC & Associates to customers whose behaviour indicates that they are interested in a particular subject area.

RC & Associates may also use and disclose relevant information to authorised staff, advisers, service providers and government agencies to provide services, verify identity and meet legal obligations, including applicable anti-money laundering and counter-terrorism financing (AML/CTF) requirements.

Identity verification may include checking identification details through APLYiD via AMLHUB against official records, with your express consent. Information about the check, recipients and consequences of declining will be provided before consent is obtained. If required verification cannot be completed, we may be unable to provide the relevant service. Information collected for these checks is not used for profiling, advertising, marketing or market research.

RC & Associates websites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on RC & Associates or the site; (b) protect and defend the rights or property of RC & Associates; and, (c) act under exigent circumstances to protect the personal safety of users of RC & Associates, or the public.

3. Changes to this Statement

RC & Associates secures your personal information from unauthorised access, use or disclosure. RC & Associates secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Our practice servers are located in Australia. Authorised staff may access information remotely from overseas, subject to confidentiality and security requirements. Information may also be held in service-provider systems. APLYiD states that Australian client information is stored and processed in Sydney, with service-provider processing in Australia or New Zealand. RC & Associates takes the reasonable steps required by Australian privacy law to protect information disclosed to overseas recipients.

4. Contact Information

RC & Associates will occasionally update this Statement of Privacy to reflect company and customer feedback. RC & Associates encourages you to periodically review this Statement to be informed as to how RC & Associates is protecting your information.

5. Policy Compliance

RC & Associates welcomes your comments regarding this Statement of Privacy. If you believe that RC

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& Associates has not adhered to this Statement, please contact RC & Associates at admin@rcassociates.com.au. We will use commercially reasonable efforts to promptly determine and remedy the problem.

You may also contact us to request access to or correction of your personal information. We may need to verify your identity and will respond within a reasonable period.

We will acknowledge and investigate privacy complaints and aim to respond within 30 days. If more time is needed, we will provide an update. If you are dissatisfied with our response, or have not received a response within 30 days, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au.

6. Policy Compliance

6.1 Compliance Measurement.

The RC & Associates team will verify compliance to this policy through various methods, including but not limited to, periodic walk-throughs, video monitoring, business tool reports, internal and external audits, and feedback to the policy owner.

6.2 Exceptions

Any exception to the policy must be approved by the RC & Associates Team in advance.

6.3 Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

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Revision History

Date of Change	Responsible	Summary of Change
June 2017	Human Resources	Updated and converted to new format.

Date of Change: 6 November 2026

Responsible: RC & Associates

Summary of Change: Updated privacy legislation references, information collection, identity verification and consent, overseas access, retention, access and correction rights, and privacy complaints.

10. Statement of Understanding

Once you have read and understood all the information contained with this policy, please initial all pages and then proceed to review the remaining policies within your Welcome Pack.

Once you have appraised all the policies, please continue to the Statement of Understanding also provided to you in your RC & Associates Welcome Pack.

Once completed please send a copy of all the documents back to RC & Associates Human Resources or the Principal at your earliest convenience.