



PRIVACY STATEMENT

Isaacs & Cole (ABN 95 481 531 223)

Isaacs & Cole MNC Pty Limited (ABN 35 108 470 257)

Introduction

This statement includes:

- Our *collection statement*, explaining aspects of our collection and use of personal information
- Our *privacy policy*, further explaining how we manage personal information.

COLLECTION STATEMENT

Who we are

Isaacs & Cole (ABN 95 481 531 223)

Isaacs & Cole MNC Pty Limited (ABN 35 108 470 257)

Our contact details

Currently, our offices are as follows:

ISAACS & COLE

Brookvale Office

Address: Suite 55, 117 Old Pittwater Road, Brookvale NSW 2100

Phone: 02 9939 4668

Email: enquiries@isaacscole.com.au

Website: www.isaacscole.com.au

Melbourne Office

Address: Suite 314, Level 3, 838 Collins Street, Docklands VIC 8012

Phone: 03 9081 0470

Email: melbourne@isaacscole.com.au

Website: www.isaacscole.com.au

Sydney Office

Suite 55, 117 Old Pittwater Road Brookvale NSW 2100
Phone: (02) 9939 4668 Fax: (02) 9939 4710
PO Box 7219 Brookvale NSW 2100

Melbourne Office

Suite 314, 838 Collins Street Docklands VIC 3008
Phone: (03) 9081 0470 Fax: (02) 9939 4710
PO Box 23036 Docklands VIC 3008

Email: ic@isaacscole.com.au Website: www.isaacscole.com.au ABN 95 481 531 223



ISAACS & COLE MNC PTY. LIMITED

Laurieton Office

Address: Shops 4 & 5, 1 Seymour Street, Laurieton NSW 2443

Phone: 02 6559 7900

Email: laurieton@isaacscole.com.au

Website: www.isaacscole.com.au

Collection from other sources

We will generally seek to obtain your personal information from you in the first instance. Where this is not possible, we will use other avenues to collect such information, including:

- Publicly available sources such as phone books, registers and internet sources generally
- Other advisers in your network, where you have previously authorised information to be exchanged, and;
- Regulatory bodies such as the Australian Taxation Office, Australian Securities & Investment Commission and state revenue offices.

Why we collect and hold personal information

We collect and hold personal information in order to provide you with the services for which we are engaged. The uses and disclosures we may make of personal information are detailed in our Privacy Policy.

Unavailability of personal information

If we cannot collect the personal information we need from you, we may not be able to supply the services you need.

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Disclosing personal information

We may disclose personal information as reasonably required to professional and regulatory bodies.

We use the services of these bodies to operate our business and provide support to you as well as other parties detailed in our Privacy Policy.

Isaacs & Cole contracts resources in the Philippines to assist with accounting and tax-related tasks and these team members are under the same confidentiality obligations as our employees in Australia.

Access and correction

Our privacy policy contains information about how the you can access and seek correction of the personal information about you that we hold.

Complaints

Our privacy policy explains how you can complain about a breach of the Australian Privacy Principles, and how we will deal with such a complaint.

PRIVACY POLICY

Personal information

This refers to information or an opinion about a living person who is identified or reasonably identifiable, whether or not true and whether or not recorded in material form.

Kinds of personal information we collect and hold

Broadly, we may / will collect and hold:

- *Personal details* like name, date and place of birth, gender, occupation, family relationships, and details of dependants
- *Contact details* like physical, postal, work and email addresses and phone numbers
- *Financial details* like income, work related expenditure, investments, Tax File Number, Australian Business Number, bank account and credit card numbers, and your billing and payment history with us.

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In any case, we only collect personal information that is reasonably necessary to support our functions and activities in providing you with service. If we cannot collect the information we need about you we may not be able to supply you the services you want.

Collecting personal information

We will generally seek to obtain your personal information from you in the first instance. Where this is not possible, we will use other avenues to collect such information, including:

- Publicly available sources such phone books, registers and internet sources generally
- Other advisers in your network such as your financial planner, banker and solicitor, where you have previously authorised information to be exchanged, and;
- Regulatory bodies such as the Australian Taxation Office, Australian Securities & Investment Commission and state revenue offices.

Holding personal information

We hold personal information in hard and/or soft copy at our offices. We take reasonable steps to keep it secure and to protect it from unauthorised access, use or alteration.

Why we collect and hold personal information

We collect and hold personal information in order to provide you with the services for which we are engaged.

Using personal information

We use your personal information to provide you with the services and advice, including:

- Compliance with statutory obligations
- Managing financial affairs
- Effective management of financial affairs and wealth creation
- Business advisory services
- Business management advice

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- Self-managed superannuation fund and advisory services
- Retirement planning, and
- General advice, service and support based on your needs.

We will also use your personal information to:

- Bill you for the services we provide you with
- Collect payment from you
- Provide you with information about us and our services, and
- Send you documents and records.

Disclosing personal information

Your personal information will not be disclosed to any other parties except as required by law or professional standards, or where you provide us with your express consent.

We are a member of a professional body being the Institute of Chartered Accountants. Our files will be subject to periodic reviews through their quality review program. In accordance to this quality review program, we may need to make available to the Institute of Chartered Accountants our client files. Should your files be selected for review we will of course inform you.

We deal principally with regulatory bodies such as the Australian Taxation Office, Australian Securities & Investment Commission and the various state revenue offices. We may / will need to disclose personal information to these regulatory bodies in the course of providing you with our services.

Our staff sign confidentiality agreements when signing employment contracts. We contract resources in the Philippines to assist with accounting and tax-related tasks, and these team members are under the same confidentiality obligations as our employees in Australia.

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Direct marketing

We may use your personal contact details to notify you by email the services we offer as well as the services of advisers in our network that may be of interest and relevant to you. You may opt out of these communications at any time.

Accessing and correcting personal information

Please contact us for these purposes using the details in *Contacting us* below. We shall process and respond to your request in accordance with Australian Privacy Principle 12.

Complaints

If you wish to complain about a breach of the Australian Privacy Principles, please contact us using the details in *Contacting us* below. We shall:

- Acknowledge and direct your complaint to the relevant partner / manager in the firm
- Investigate the complaint within a reasonable time
- Review and / or correct process (if necessary) to reduce / eliminate the recurrence of the complaint
- Remedy (if necessary) the situation, and
- Contact you to respond to your complaint as soon as we reasonably can.

Contacting us

Questions, requests and complaints regarding our Privacy Statement or our compliance with privacy laws should be directed to the relevant office with the attention of the partner / manager using the contact details below:

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Liability limited by the
Accountants Scheme, approved
under the Professionals
Standards Act 1994 (NSW)