

## Privacy Policy

### 1. ATM Consultants Pty Ltd

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In this policy, “us”, “we”, “our”, “ATM” or “ATM Consultants” means ATM Consultants Pty Ltd (ABN 51 724 059 853).

ATM Consultants Pty Ltd is an Australian private company. Our address is 679 Boronia Rd, Wantirna, Vic. 3152. Our postal address is PO Box 771 Bayswater, Vic. 3153. We can be reached via email at [admin@atmconsultants.com.au](mailto:admin@atmconsultants.com.au) or by calling (03) 9800 3433.

### 2. This Policy

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This Policy outlines our obligation to manage and protect the personal information we hold about individuals. We are committed to the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Cwth) (Privacy Act).

Personal information is any information whereby your identity may be ascertained.

We may, from time to time, review and update this policy, including taking account of new or amended laws, new technology and/or changes to our operations. All personal information held by us will be governed by the most recently updated policy.

This policy was last updated on 9 July 2014.

### 3. Privacy

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Protecting your privacy and the confidentiality of your personal information is important to us, as it is fundamental to the way we conduct business.

We are sensitive to privacy issues and treat very seriously the ongoing trust our customers have placed in us. We aspire to industry best practice procedures and believe we have systems in place for handling and protecting your private information.

We have security measures designed to protect against loss, misuse and/or alteration of any information under our control. These include:

- Premises that are secured with security keys and access codes required for entry.
- Access to our computer systems are restricted and all data is password protected.
- All ATM Consultants employees are bound by confidentiality agreements to respect the confidentiality of personal information and the privacy of individuals and are required to follow procedures that are specifically designed to protect the privacy of our clients and their businesses

We use an external company to host our Computer Server and storage of our Electronic Data in a secure data centre located in South Melbourne.

This measure is designed to further enhance the security of your personal information and the external company is subject to the same confidentiality agreements as we are.

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### **4. Sending Information Overseas**

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We will not your personal information to recipients outside of Australia without obtaining your consent (in some cases this consent will be implied).

### **5. How we collect and what is the purpose of the collection of your personal information?**

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Where it is possible we will collect personal information directly from you. The personal information collected and maintained by us comprises your name, address, contact details and information specific to your accounting needs or product or service requirements.

In some circumstances we will need to collect your personal information from third parties. Those circumstances may include, but are not limited to collection of your personal information from Banks, Financial Institutions, ASIC, Insurance Companies, the Australian taxation Office, your employer, family, or other sources.

When you give personal information about other individuals, we and our agents rely on you to have made or make them aware:

- that you will or may provide their information to us;
- the types of third parties to whom the information may be provided;
- the relevant purposes we and the third parties will disclose it to, will use it for; and
- how they can access it.

We rely on you to have obtained their consent on these matters. If you have not done or will not do either of these things, you must tell us before you provide the relevant information.

For some accounting and related purposes we also collect and maintain your sensitive information. This comprises information about your accounting, taxation, business, employment, financial and associated details - any or all of which could be personal and / or private.

The information requested allows us to perform our professional services for you. If we do not collect your personal information we may not be able to do business with you.

### **6. Website Privacy Statement**

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In the course of using our internet website you may provide us with personal information. We will use all reasonable measures to protect any such information from being used for any purpose other than the provision of our services as detailed herein. Please see the separate Privacy Statement that is posted on and specifically applicable to our website.

### **7. How we use your personal information**

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In addition to the primary purpose outlined above, we may disclose personal information to third parties who we believe are necessary to assist us and them in providing the relevant services and products. For example, in establishing companies, trusts or other business structures we may have to

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disclose your personal and other information to third parties such as vendors who provide companies and trusts, Australian Securities and Investment Commission (ASIC), the Australian taxation Office or others who we deem necessary to provide our services to you. We limit the use and disclosure of any personal information provided by us to them to the specific purpose for which we supplied it.

Personal information for the purposes specified above may be shared on a confidential basis with:

- government agents;
- data collection and verification agencies;
- legal advisors;
- actuaries and accountants;
- contracted advisors and service providers;
- professional and other organisations;
- your employer;
- other parties as required by law and/or
- the agent of any of these.

### **8. Direct marketing and your privacy**

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We do not disclose personal information we collect to others for the purpose of allowing them to direct market their products or services. We do not use or disclose sensitive information for direct marketing purposes.

### **9. Data transmitted over the Internet**

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We have robust and secure internet facilities however, as good as they are, no data transmission over the Internet can be guaranteed as totally secure. We try to protect such information, but we cannot ensure or warrant the security of any information you transmit to us or from our online products or services and you do so at your own risk. Once we receive your transmission, we take reasonable steps to preserve the security of the information in our own systems.

### **10. Email**

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We will retain the content of any e-mail that you send us, if we believe that we have a legal requirement to do so. Your e-mail message content may be monitored by our employees for security issues including where e-mail abuse is suspected; our response to you may be monitored for quality assurance issues.

### **11. SPAM**

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SPAM means unsolicited advertising material sent via email. We do not send this type of communication. If you have provided your email address to us we may however use this to promote our products, where you have indicated your permission to do so. If you receive an email from us at any time and no longer wish to receive this type of communication, you can forward an email to [admin@atmconsultants.com.au](mailto:admin@atmconsultants.com.au) We will then remove your email address from our records within 5 business days of receiving your instructions.

## **12. How do we keep personal information accurate and up to date?**

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We take reasonable steps to ensure that the personal information we hold is accurate, complete and up to date. We encourage you to contact us in order to update any personal information we hold about you.

## **13. You have the ability to gain access to your personal information**

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Subject to the exceptions set out in the Privacy Act, you may gain access to the personal information which we hold about you by contacting us. Before we provide you with access to your personal information, we will require some proof of your identity. For most requests, your information will be provided free of charge. However, we may charge a reasonable fee if your request requires a substantial effort on our part.