

Privacy Policy

Synergy Accounting Solutions Pty Ltd

ABN 57 123 740 465

Last updated: 1st July 2026

Synergy Accounting Solutions Pty Ltd (we, us, our) is committed to protecting your personal information and handling it in accordance with the *Privacy Act 1988* (Cth), the Australian Privacy Principles (APPs), and the *Privacy (Tax File Number) Rule 2015*. This Privacy Policy explains how we collect, use, store, disclose, and protect personal information in the course of providing professional accounting, taxation, advisory, and compliance services.

How We Collect Personal Information

We collect personal information in several ways, including:

- Directly from you via in person meetings, telephone conversations, email correspondence, online forms, or our secure client portals.
- From your authorised representatives, including lawyers, financial advisers, or bookkeepers.
- From third-party sources where permitted by law, including the Australian Taxation Office (ATO), the Australian Securities and Investments Commission (ASIC), RevenueSA, superannuation funds, financial institutions, and identity verification providers.
- Through secure digital identity verification platforms (e.g., APLYID) with your explicit consent.

We only collect information reasonably necessary to provide professional services, satisfy client-onboarding obligations, or meet our legal and regulatory requirements.

Some information we collect may include **sensitive information**, such as health information contained in payroll, WorkCover, or employment-related documents. We only collect and handle sensitive information with your consent or as permitted by law.

Part A: Accounting, Taxation & Advisory Services

1. Accounting & Financial Information We Collect

We collect personal, financial, and corporate information necessary to deliver professional services, including:

- **Taxation & Statutory Identifiers:** Tax File Numbers (TFNs), Australian Business Numbers (ABNs), and Director IDs.
- **Financial Records:** Bank details, bank statements, general ledgers, loan agreements, and investment portfolios.
- **Corporate & Legal Documents:** Trust deeds, company constitutions, partnership agreements, and share registers.
- **Employment Data:** Payroll records, employee superannuation details, timesheets, and Fringe Benefits Tax (FBT) information.
- **Sensitive Information:** Health or medical information contained in payroll or WorkCover documentation.

2. Why We Collect and Use Your Information

We use your information to provide professional accounting and advisory services, including:

- Preparing and lodging tax returns, Business Activity Statements (BAS), Instalment Activity Statements (IAS), FBT returns, and statutory reports.
- Managing corporate compliance and ASIC obligations.
- Providing business advisory, Self-Managed Super Fund (SMSF) administration, and structural planning.
- Liaising with regulators on your behalf, such as the ATO, ASIC, and RevenueSA.

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- Distributing firm updates, technical tax newsletters, and mandatory compliance checklists. These communications are sent in accordance with **APP 7 (Direct Marketing)**, and you may opt out at any time using the unsubscribe link provided.
- Utilising automated tools, secure cloud processing, or artificial intelligence features embedded within our approved software suites to facilitate data extraction, transactional coding, and ledger analysis.

3. Tax File Number (TFN) Handling — Mandatory Compliance

Because we collect and store TFNs, we strictly comply with the *Privacy (Tax File Number) Rule 2015*. This includes maintaining secure, restricted-access storage and ensuring the lawful use of TFNs solely for authorized taxation and superannuation purposes.

4. Third-Party Disclosures

We only disclose personal information where necessary for service delivery, quality control, or as required by law. Third parties include:

- **Government Agencies:** The ATO, ASIC, RevenueSA, and other relevant state or federal regulators.
- **Cloud & Professional Software Providers:** Xero, MYOB, QuickBooks, CCH iFirm, and other secure accounting, practice management, or data analytics platforms.
- **Professional Oversight Bodies:** CPA Australia for the purpose of conducting CPA Australia Best Practice Program assessments. CPA Australia handles your personal information in accordance with its own Privacy Policy.

5. Overseas Data Disclosures

Some cloud providers and secure data storage suites may host or process data in facilities located outside of Australia, including New Zealand, the United States, Singapore, or the United Kingdom. Where data is disclosed overseas, we take reasonable contractual and technical steps to ensure the recipient maintains standards equivalent to the protections offered under the APPs.

6. Data Security, Retention & Data Breach Notification

We protect personal information using a robust security matrix, including:

- Mandatory multi-factor authentication (MFA) across all networks.
- Role-based access controls and transport-layer encryption.
- Secure cloud environments and controlled physical storage.

Client financial files, tax working papers, and statutory records are retained for at least seven (7) years in accordance with legal obligations and CPA Australia guidelines, after which they are securely destroyed or de-identified.

In the event of an eligible data breach involving unauthorised access or disclosure of your personal or financial information, we will notify you and the Office of the Australian Information Commissioner (OAIC) in strict accordance with the Notifiable Data Breaches (NDB) Scheme.

7. Access, Correction & Your Rights

You may request access to, or correction of, personal information we hold about you. We may require identity verification before releasing information and reserve the right to charge a minor administrative fee for extensive historical data retrieval.

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8. Complaints & Escalation

If you believe your privacy has been breached, you may lodge a written complaint with our Privacy Officer. We will investigate and respond to your complaint within 30 days. If you are not satisfied with our response, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC) via www.oaic.gov.au or by calling 1300 363 992.

Part B: Identity Verification & Onboarding

1. Identity Verification Information We Collect

To comply with our anti-money laundering and counter-terrorism financing (AML/CTF) obligations where we provide designated services under the Anti-Money Laundering and Counter-Terrorism Financing Act, Tax Practitioners Board (TPB) client verification standards, and firm onboarding protocols, we may collect:

- Full name, date of birth, and place of birth.
- Residential or business address, email address, and telephone number.
- Government-issued identification details, such as driver licences, passports, Medicare cards, or other state-issued identification numbers.
- Biometric information, such as a facial image or a short video used to verify your physical presence and identity match.

Biometric data is classified as **sensitive information** under the Privacy Act and is processed only with your explicit consent.

2. Electronic Verification & Government Data Matching (DVS)

Where you provide express consent, your identity document details will be securely transmitted to the Australian Government Document Verification Service (DVS) to check against records held by the relevant issuing Commonwealth or State authority (such as passport offices, driver licence authorities, or Births Deaths and Marriages).

The authority checks whether the details match the records they hold and returns a simple “match” or “no match” result; we do not receive or store copies of your underlying government records.

This electronic process is facilitated through accredited identity verification providers, including APLYID Pty Ltd (ABN 36 632 866 794) and its authorised sub-providers. More information about this framework can be reviewed at idmatch.gov.au.

3. Handling of Physical and Digital Identity Documents

To minimize data security and identity theft risks, and in accordance with TPB guidelines, our firm does not retain physical or digital copies of primary identity documents (such as copies of your actual passport or driver licence). If you present these documents directly to us, we will record a contemporaneous log confirming that verification has occurred and will immediately and securely destroy any temporary copies or scans.

4. Consent to Collection, Biometrics, and Verification

By engaging our services, providing your personal details, and completing our identity checks, you consent to:

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- The collection, use, and disclosure of your personal information for identity verification, AML/CTF, and related tax compliance purposes.
- The collection and processing of biometric data (such as a facial image or video) to confirm you match your identification documentation and are physically present.
- Your information being matched against records held by Commonwealth and State authorities via the DVS infrastructure through our authorised identity provider, APLYID.

Privacy Officer Contact Details

Attention: David Moffa

Entity: Synergy Accounting Solutions Pty Ltd

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Phone: 0401 507 740

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