

Privacy Policy
Synergy Accounting Solutions Pty Ltd
ABN 57 123 740 465

Last updated: 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), Revenue SA, 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.

If you choose not to provide information requested by us, we may be unable to provide some or all of our professional services or comply with our legal obligations under taxation, corporations or anti-money laundering legislation.

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.

Anonymity & Pseudonymity

Where lawful and practical, you may interact with us anonymously or under a pseudonym (for example, general enquiries). However, due to our obligations under taxation, corporations, AML/CTF and professional standards legislation, we are generally unable to provide accounting, tax or advisory services without collecting your verified identity information.

Part A: Accounting, Taxation & Advisory Services

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.

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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 Revenue SA.
- 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 or by contacting our Privacy Officer directly via email. Once an opt-out request is received, we will remove you from our marketing distribution lists within a reasonable timeframe.
- 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.

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.

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, Revenue SA, 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 CPAAustralia Best Practice Program assessments. CPA Australia handles your personal information in accordance with its own Privacy Policy.

Onshore & Overseas Data Disclosures

We utilise ancillary cloud-based services, including secure cloud processing services, third-party email hosting providers and software providers, some of which may store, process or transmit personal information using facilities located outside Australia. The specific countries in which these overseas recipients are likely to be located include the United States, New Zealand, and Singapore. These services may include secure email hosting, cloud infrastructure, software support, backup and disaster recovery services.

Our primary practice management and cloud database software, **CCH iFirm** and **BGL Simple Fund** (for SMSF services), stores and hosts client accounting data and tax working papers securely in data centres located within Australia.

We use Titan Email (via Vodien) for our business email services. For customers located outside the European Union (including Australia), Titan states that mailbox data, including emails, attachments and related information, is stored on secure cloud infrastructure located in the United States. Email communications are encrypted in transit using industry-standard SSL/TLS protocols, and redundant backups are maintained to support business continuity and disaster recovery.

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We encourage clients to review the privacy and security information published by our principal software providers. These resources describe their security controls, hosting arrangements and privacy practices. As these resources are maintained by the providers themselves, they may change from time to time.

- CCH iFirm Tax & Compliance software: [CCH Ifirm](#)
- CCH iFirm Tax & Compliance software: [Wolters Kluwer integrates ISO 27001](#)
- BGL Group: [BGL Group Trust Centre](#)
- Titan Email: [Privacy Policy](#)
- Titan Email: [Titan Help Centre – Agreements & Policies](#)

Where we disclose personal information to overseas service providers, we take reasonable steps to ensure they are subject to appropriate contractual obligations and security measures to protect your personal information and to use it only for the purposes for which it was disclosed. Although these providers operate outside Australia, we seek to ensure that appropriate safeguards are in place to protect your personal information in accordance with applicable privacy laws.

Data Security, Retention & Data Breach Notification

We implement reasonable technical and organisational security measures designed to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. These measures may include multi-factor authentication, user access controls, encryption, secure cloud environments and appropriate physical security.

Client financial files, tax working papers, and statutory records are retained in accordance with applicable legal, regulatory and professional record retention requirements. When personal information is no longer required to be retained by law or for legitimate business purposes, we will take reasonable steps to securely destroy or permanently de-identify that information.

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.

Website Data & Electronic Communications

When you visit our website, limited technical information such as IP address, browser type, pages visited and cookies may be collected for security, website administration and analytics purposes.

Our website may contain links to external websites. We are not responsible for the privacy practices or content of those sites.

While we take reasonable steps to secure electronic communications, information transmitted over the internet cannot be guaranteed to be completely secure.

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.

Complaints & Escalation

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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

Identity Verification Information We Collect

Where we provide designated services under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth), we collect and verify identity information to comply with our AML/CTF obligations, retain records where required by law, and may collect the following information:

- 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.

Government identifiers such as Medicare numbers, driver licence numbers and passport numbers are only used for the purposes authorised by law or with your consent and are not used as our own identifiers.

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

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.

Handling of Physical and Digital Identity Documents

Except where required by law or our regulatory AML/CTF obligations, our firm does not retain raw, unencrypted copies of primary identity documents after identity verification has been completed. If you present physical 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.

To maintain compliance with the record-keeping mandates of the AML/CTF Act, we securely retain the verification logs, cryptographic verification tokens, metadata, and Customer Due Diligence (CDD) certificates generated by our identity provider for a statutory period of seven (7) years following the end of our professional business relationship with you.

Consent to Collection, Biometrics, and Verification

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

- 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

Email: david@synergyaccountingsolutions.com.au

Phone: 0401 507 740

Postal Address: PO Box 632 Stepney SA 5069

We may update this Privacy Policy from time to time. The latest version will always be published on our website with the effective date noted at the top.