

Privacy Policy

Butler Troy & Co respects and values your privacy and takes all necessary steps to protect the personal information of others, including clients, customers, employees, contractors and other individuals. This privacy policy outlines how we collect, use, disclose, store and otherwise manage your personal information and comply with our obligations under the Privacy Act 1988 and the Australian Privacy Principles 2014.

What Information we may collect

The purposes for which we collect personal information are:

- where it is reasonably necessary for us to provide our services;
- to maintain contact with clients with their consent;
- to keep clients and contacts informed of the services we offer and of current developments which may be of interest to them;
- to notify clients and contacts of events, services and service offerings;
- required or authorised under Australian law;
- required or authorised by a court or tribunal;
- administration and management purposes; and
- to provide you with information about other services we offer that may be relevant to you.

Generally we will collect personal information directly from you. On occasion it may be necessary for us to collect your personal information from a third party (i.e. Australian Taxation Office "ATO"), or from a publicly available source (such as Australian Securities and Investments Commission "ASIC"). We will only collect personal information in that way where you have provided your consent either in writing or verbally. There may be circumstances (such as the preparation of tax returns) where you would reasonably expect us to collect personal information in that way from third parties, or you would expect it is necessary for a specific purpose in the performance of efficiently providing our services. Your consent for collecting the information in this way is sought in the engagement letter.

Information Collected

The personal information which we usually collect includes your name, business contact details, email address and job title. Where relevant, we may ask you for other information. In particular, in order to perform our services, it may be necessary for us to collect bank account details, tax file numbers and details of directorships, shareholding or other investments.

How we use the information

We will only use your personal information to perform professional services, respond to your requests or to provide you with further information about Butler Troy & Co.

We will hold your personal information for only as long as is required to fulfil the purposes for which it was collected or as required by Australian law.

We may share your personal information with third parties who we have contracted to assist us to provide the services requested by you. Those third parties may include service providers who assist us in performing our services such as our professional advisers or experts who are contracted as part of your engagement. We require that these organisations and experts protect your information

in the same way we do. We will never sell your personal information nor knowingly provide it to an overseas entity.

We may store, process or back-up your personal information on computer servers or networks or in 'the cloud'.

We will not otherwise disclose information about you unless the disclosure is required by law, is authorised by law, or you have consented to our disclosing the information about you.

Security of your information

We will take all reasonable commercial measures to ensure the security of your personal information, as required by the Australian Privacy Principles, whether kept in electronic form or hard copy.

We use a range of physical and electronic procedures to ensure the privacy of your personal information is safeguarded. These include restricting physical access to our offices, maintaining a secure database system, passwords, encryption and firewalls. However, the internet is not secure and we cannot guarantee the security of any information sent to us via the internet.

How you can access your information

If you are a client of Butler Troy & Co, generally you can access the personal information we hold about you by contacting us. Requests will be dealt with as quickly as possible and we will endeavour to respond within 21 days. In some circumstances we may refuse to give you access to personal information and in these circumstances we will explain why (e.g. it may be a conflict of interest to provide the information).

If you believe that any personal information which Butler Troy & Co has collected about you is inaccurate, incomplete or not current, please contact us and we will take reasonable steps to correct it in accordance with the requirements of the Privacy Act and the Australian Privacy Principles

As there are regular legislative changes and amendments to business requirements in the area of professional services and our privacy obligations, Butler Troy & Co may, from time to time, review this privacy policy

You will always be able to find the current version of our privacy policy on our website.

If there are any changes to our privacy policy which will have an adverse effect on you, we will place a notice on our website.

How to make a complaint

If you have concerns about the way your personal information is being used or stored, please contact us. If you are not satisfied with the response you receive, the Office of the Australian Information Commissioner (OAIC) also investigates privacy complaints from individuals about private sector organisations covered by the Privacy Act 1988. Telephone 1300 363 992, or email enquiries@oaic.gov.au

How to Contact Us

If you would like further information regarding this Privacy Policy, if you have concerns about the information that we currently hold about you, including how we use or disclose that information, or any other aspect of this Privacy Policy, please contact the Privacy Officer at:

Telephone: (08) 9381 3366

Email: info@butlertroy.com.au

Post: PO Box 1700, SUBIACO WA 6904