

# NEO Bookkeeping – Terms of Use & Website Privacy Policy

## Disclaimer & Terms of Use

The material and information contained in this site is general and is not intended to serve as advice. No warranty is given in relation to the accuracy or reliability of any information.

Any information contained on this website has been prepared without taking into account your objectives, financial situation or specific needs and is of a general nature only. In no way does the information provided on this website replace or provide any professional advice or service. Before acting on any information on this website, NEO Bookkeeping recommends that you seek independent advice from your qualified financial advisor and/or accountant.

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The website is intended for Australian residents only.

## Links to other sites

Neo Bookkeeping provides links on the website to other websites that are not under its control. It is not responsible for the contents of any linked website, or any link contained in a linked website, or any changes or updates to such websites.

These links are provided for convenience of reference only and are not intended as an endorsement by NEO Bookkeeping of the organisation or individuals operating the website.

## Privacy

NEO Bookkeeping is committed to respecting your right to privacy and protecting your personal information. We are bound by the Privacy Act 1988 (Cth) and any relevant state legislation, as well as any other applicable laws and codes affecting your personal information. This Privacy Policy details what we might do with personal information about you which we may obtain when you seek to access and use our website.

We do not collect sensitive information about visitors to our website. As with most online businesses, we may log information about your access and use of our website, including through the use of Internet cookies, your communications with our website, the type of browser you are using, the type of operating system you are using and the domain name of your Internet service provider.

We may contact you to voluntarily respond to questionnaires, surveys or market research to seek your opinion and feedback. Providing this information is optional to you.

If we receive your personal information from third parties, we will protect it as set out in this Policy.

NEO Bookkeeping will only use such information for the purpose for which it was supplied and such information will not be disclosed to any third party without your consent, or unless required by law.

## Use of Information and Disclosure

NEO Bookkeeping only collects such information as is necessary to conduct business with you. You will always know what information is being collected, and you will have the option to choose how NEO Bookkeeping uses your information to communicate with you. We will

only collect information by lawful and fair means and not in an intrusive way.

NEO Bookkeeping will only use personal or business information you have supplied in order to:

- identify you as a client
- provide a better service to you, your business partners and your employees
- operate our business as it pertains to you
- keep you informed about NEO Bookkeeping services and those of relevant business partners
- fulfill legal and regulatory obligations
- provide you with our e-newsletter
- communicate with you about NEO Bookkeeping initiatives, and send you information about products and services we offer

By giving us information, you consent to us using your information as outlined above.

## Disclosure of personal information

We may disclose personal information:

- for the purpose of providing services to customers
- to credit reporting agencies and courts, tribunals, regulatory authorities where customers fail to pay for goods or services provided by us to them
- to courts, tribunals, regulatory authorities, and law enforcement officers as required by law, in connection with any actual or prospective legal proceedings, or in order to establish, exercise or defend our legal rights, and
- to third parties, including agents or sub-contractors, who assist us in providing information, products, services or direct marketing to you

Where we disclose your personal information to third parties for these purposes, the third party will be obligated to use that personal information in accordance with this Privacy Policy.

## Security

We strive to ensure the security, integrity and privacy of personal information submitted to our sites, and review these arrangements to ensure we are doing all that is reasonably and technically feasible at the time to protect your information, although due to the nature of the Internet, we cannot guarantee that our website is totally protected from hackers or misuse.

## Copyright

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## Complaints

If you believe that we have breached the Australian Privacy Principles and wish to make a complaint about that breach then please email us setting out details of the breach. We will promptly investigate your complaint and respond to you in writing setting out the outcome of our investigation, what steps we propose to take to remedy any breach and any other action we will take to deal with your complaint.