

## Privacy Policy

**Super Accounting Pty Ltd** ABN 62 667 209 216 Last updated: 7 July 2026

### 1. About this policy

Super Accounting Pty Ltd (**we, us, our**) is committed to protecting your privacy. This policy explains how we collect, hold, use and disclose personal information (**PI**) in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs).

This policy applies to all clients, prospective clients, and other individuals whose personal information we collect in the course of providing accounting, taxation and superannuation administration services.

### 2. What personal information we collect

Depending on the services we provide to you, we may collect:

- Your name, date of birth, address, phone number and email address
- Tax file number (TFN) and Australian Business Number (ABN)
- Financial information, including income, expenses, assets, liabilities and bank account details
- Superannuation fund information, including member and beneficiary details
- Information about your business, including company, trust and SMSF structures
- Identification documents required to verify your identity
- Any other information you provide to us, or that we collect from the ATO, ASIC or other government agencies on your behalf

We only collect personal information that is reasonably necessary for the services we provide to you, or as otherwise required or authorised by law.

### 3. How we collect personal information

We generally collect personal information directly from you — for example, when you engage us, provide documents, or communicate with us by phone, email or in person.

We may also collect personal information:

- From the Australian Taxation Office, ASIC, and other government agencies, where authorised
- From a Trusted Adviser Insight under the Consumer Data Right (CDR), where you have authorised this
- From third parties such as financial institutions, employers or other advisers, with your consent or as required for the engagement

## 4. How we use and disclose personal information

We use personal information to:

- Provide the accounting, taxation and superannuation services set out in your engagement letter
- Prepare and lodge tax returns, financial statements, BAS/GST returns and other statutory documents
- Communicate with you about your affairs
- Meet our legal, regulatory and professional obligations

We may disclose your personal information to:

- The Australian Taxation Office, ASIC, and other regulators, where required for your engagement
- **CPA Australia Ltd**, if your file is selected for a CPA Australia Best Practice Program quality assurance review. We will notify you before any such disclosure. Information disclosed for this purpose is handled by CPA Australia in accordance with the [CPA Australia Privacy Policy](#).
- Third party service providers who assist us in delivering our services (see Section 5)
- Anyone else you authorise, or as required or permitted by law

We do not sell or rent your personal information to third parties.

## 5. Cloud computing and service providers

In providing our services, we use the following systems and service providers, all of which are hosted in Australia:

- **Xero** — for accounting, bookkeeping, and tax compliance and lodgements
- **FYI** — for document management and workflow
- **BGL360 Suite** — for SMSF administration and compliance, and for company register maintenance and ASIC lodgements

These providers are subject to their own security measures and privacy obligations. We take reasonable steps to satisfy ourselves that any third party we engage handles your personal information appropriately and only uses it for the purposes we authorise.

## 6. Overseas disclosure

We do not currently disclose personal information to overseas recipients. If this changes, we will update this policy and notify affected clients where required by law.

We do not currently use artificial intelligence (AI) tools that process client personal information. If we adopt any AI-based systems or features that involve your personal information — including AI features within our existing service providers, or standalone AI tools — we will update this policy to describe how that information is used, disclosed, and, where relevant, whether it is transferred overseas.

## 7. Storage and security

We store personal information using the systems described above and take reasonable steps to protect it from misuse, interference, loss, and unauthorised access, modification or disclosure. This includes secure login access, staff confidentiality obligations under the APES Code, and retention of records only for as long as required by law (generally a minimum of five years).

## 8. Access and correction

You may request access to, or correction of, the personal information we hold about you by contacting us using the details in Section 10. We will respond to your request within a reasonable timeframe. In some circumstances we may need to verify your identity before providing access, or may be unable to provide access where an exception under the Privacy Act applies (for example, where doing so would unreasonably impact the privacy of others).

There is generally no charge for requesting access to your own personal information.

## 9. Complaints

If you believe we have breached the Privacy Act or mishandled your personal information, please contact us using the details below. We will investigate your complaint and aim to respond within 30 days.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Phone: 1300 363 992

## 10. Contact us

If you have any questions about this policy, or wish to access or correct your personal information, please contact us:

**Super Accounting Pty Ltd** 2A 566 Bruce Highway, Woree QLD 4868 Phone: 07 4021 2801  
Website: [www.cnssuper.au](http://www.cnssuper.au)

## 11. Changes to this policy

We may update this policy from time to time to reflect changes in our practices or legal obligations. The latest version will always be available on our website.