

Southern Coastal Accountancy Services Ltd

Privacy Policy

This privacy policy sets out how Southern Coastal Accountancy Services Ltd uses and protects any information that you give Southern Coastal Accountancy Services Ltd when you use this website.

Southern Coastal Accountancy Services Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy policy.

Southern Coastal Accountancy Services Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

If you do choose to provide us with your personal details, they will be able to be accessed by our staff for the purposes for which you provided it and/or so that we can better understand you and your interest in our services and is necessary and relevant to providing you with the professional services that you are seeking.

The personal information listed below is merely a guideline to what we may collect based upon your enquiry and/or service you are seeking:

- contact information including full name, address for service, telephone numbers, email
- date of birth;
- other information relevant to customer surveys and/or offers;
- any other information that may be relevant to the provision of accountancy services such as online financial systems and financial data, credit card details, shareholdings, details of investments and tax file numbers.

It may occasionally be necessary to collect sensitive information about you, for example, your professional memberships, criminal record, or health information. Except as otherwise permitted by law, we only collect, use, and disclose sensitive information about you if you consent to the collection, use and disclosure of the information and if the information is reasonably necessary for the performance of our functions and activities. This information is incorporated in our terms of engagement.

While we do not collect personally identifiable information about you if you only visit our website, we do analyse non-identifiable web traffic data in order to help improve our website.

How we collect personal information

Wherever practicable, we will only collect information from you personally, for example when we deal with you in person or over the phone, or when you send us details via correspondence.

Sometimes it may be necessary to collect your personal information from a third party. An example of this could be when we collect personal information about you from your authorised or personal representative or from a publicly available record. We may also collect information about you from

your use of our websites or through any registration process on our website. If you provide us with someone else's personal information, you should only do so when you have their permission. You should also take reasonable steps to inform that person of the matters set out in this Privacy Policy. There may, however, be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

Use and disclosure of information

Generally, we only use personal information about you for the purpose for which it was collected (as set out above). We may disclose personal information about you to:

- experts of other third parties contracted as part of an engagement with us;
- our service providers, who assist us in operating our business (including technology service providers), and who may not be required to comply with our privacy policy;
- our professional advisors;
- other accounting firms to facilitate our and their internal business operations;
- a client, if you are a contractor or a supplier of services to a client;
- our related entities and other organisations with whom we have affiliations with so that those organisations may provide you with information about services and various promotions.

In some circumstances, the law or the Chartered Accountants code of ethics may permit or require us to use or disclose personal information for other purposes (for instance, where you would reasonably expect us to and the purpose is related to the purpose of collection). We are not likely to disclose your personal information overseas. However, there may be situations where your work may be completed in part overseas by a service provider.

Security

We are committed to ensuring that your information is secure as the security of your personal information is important to us. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard your personal information. It is stored safely and securely to protect it from misuse, loss, interference, unauthorised access, modification or disclosure.

Accessing and updating your personal information

We are happy to provide you with access to any personal information that we hold about you. If it is incorrect, please ask us to correct it by contacting us at the details provided at the bottom of this page.

If at any time you would like to opt out of receiving any correspondence from us or would like your personally identifiable information removed from our database, please contact us using the details at the bottom of this page and we will honour your request.

Complaints and Feedback

If you have a complaint about a breach of the Privacy Act, Information Privacy Principles or a privacy code that applies to us, we ask that you contact us in writing using the details set out below (see 'How to contact us'). Upon receipt of a written complaint, we take reasonable steps to investigate the complaint and respond to you in accordance with our complaints handling procedures.

If you are dissatisfied with our response you may complain directly to the Privacy Commissioner. If you have a complaint about the privacy of your personal information, we ask that you contact us in writing (see 'How to contact us').

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

Who we share this information with

We do not and will never disclose any personal information you provide to us to any outside parties without your permission, unless it is necessary for us to do so in order to carry out our service to you or otherwise as required by law.

Google Analytics

We use Google Analytics software to help measure traffic patterns to, from, and within our website. This service is used to anonymously aggregate website statistics such as number of page views, the number of visitors, time spent on our site, browser types, and common entry and exit points into and from the website.

All information is aggregated by Google Analytics and provided to us to help us better understand usage of our website – no individual visitors are identified. Google Analytics is a leader in the Internet industry and their systems have been adopted as an accepted website traffic measurement standard amongst major Internet sites. You can learn more about Google Analytics by visiting the following links.

<http://www.google.co.nz/analytics/>

http://www.google.com/intl/en_ALL/privacypolicy.html

Emailing information relevant to the client

If you are currently on our client list, then we would be in touch regarding information that you require for our services. If you subscribe to our newsletter and you no longer wish to receive it, you may unsubscribe by contacting us using the contact details at the bottom of this page or by clicking on the 'Unsubscribe' link at the bottom of our newsletter.

How to contact us

If you would like to know more about how we collect, record, store and use any personally identifiable information you provide to us, please feel welcome to get in touch using the details below:

Contact: Shirley Domb
Business: Southern Coastal Accountancy Ltd
Email: shirley@southerncoastal.co.nz
Phone: 021 128 1459
Address: Wellington, New Zealand