



## **Privacy Statement** Deloitte Tax Services Pty Ltd

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# Privacy Statement

## Introduction

This Privacy Statement explains what personal information we may gather about you in connection with our services engagement and how this personal information may be used and shared. This Privacy Statement also sets out your rights in relation to your personal information and tells you who you can contact if you have questions.

## To whom does this Privacy Statement apply and what does it cover?

This Privacy Statement applies to Deloitte Tax Services Pty Ltd (also referred to as "Deloitte Tax", "we", "us", and "our"), an entity within the Deloitte Network. As used in this Privacy Statement, the "Deloitte Network" refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, affiliates and their related entities. DTTL and each of its member firms are legally separate and independent entities. Please see <https://www2.deloitte.com/au/en/pages/about-deloitte/articles/about-deloitte.html> for a more detailed description of DTTL and its member firms.

This Privacy Statement sets out how we will process your personal information as part of our provision of tax, social security and immigration related services as may be relevant to you. Deloitte Tax is providing these services either under a direct contract with you or via a contract with another person (such as a company or a partnership or a trustee) who has asked us to provide the services.

Your personal information will be protected and handled with consideration for its confidentiality and Deloitte Tax will only disclose it as set out in the "To whom will we disclose your personal information?" section below.

In this Privacy Statement, we refer to handling, collecting, protecting and storing your personal information as "processing".

## What personal information do we collect?

Deloitte Tax may collect personal information relating to you such as:

- Name
- Contact Details (such as work or home address, email addresses and phone numbers)
- Gender
- Date of birth
- Marital Status
- Government identifiers (such as social security number and passport details)
- Number of children

- Financial data (including bank account details, employment income and personal investment income/gains)
- Calendar data (where applicable)
- Job Title
- Payroll Number
- Education Certificate

In order to provide services to you, Deloitte Tax may receive and also need to process personal information about you that may be considered special category (or “sensitive”) personal information (special category personal information is considered to include information about your health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data or sexual orientation). Special category personal information about you includes information that may be reasonably inferred from other information that we receive.

Where we receive special category personal information or other information from which special category personal information can be reasonably inferred, we will require explicit consent in order to process it.

## How do we collect personal information?

Deloitte Tax may collect personal information about you in different ways:

- You may provide it directly to us;
- We may obtain it because of the services that Deloitte Tax provides or has previously provided;
- We may receive it from other members of the Deloitte Network or from third parties, such as your employer/partnership, or a tax authority and/or other relevant authority/administrative bodies;
- We may observe or infer it from the information you provide to us and/or the way you interact with us

This personal information can be received in any manner, including in-person discussions, telephone conversations, and electronic or other written communications.

Without access to all the personal information that we need, we may be unable to provide or complete the services.

Where another party (such as a company or a partnership or any third parties acting on your or their behalf) provides your personal information to us, they must also comply with their obligations under the relevant privacy laws and regulations. If you believe that the entity for whom you work or a third party has not provided you with details of the personal information that it holds about you and/or has not obtained your authority to provide us with that personal information for processing as described in this Privacy Statement, then please contact such entity directly.

## Disclosing personal information to us relating to third parties

If any personal information which you provide to us relates to any third party, for example a spouse or civil partner, individuals (including children)

who depend on you financially, or a joint account holder or a beneficiary or trustee of a trust, then by providing us with their personal information you will need to ensure that you have obtained any necessary permissions from those persons to the use of their personal information in the way set out in this Privacy Statement, or you are otherwise permitted to give us this personal information. You should share a copy of this Privacy Statement with those other individuals before disclosing any personal information about them to us.

## How do we use your personal information?

Deloitte Tax processes personal information about you to:

- establish or maintain our relationship with you
- provide services to you and/or family member(s) or to the entity that has engaged us to provide the services on your behalf

We may also use your personal information for the purposes of, or in connection with:

- compliance with applicable legal, regulatory or professional requirements;
- protecting our rights and/or property.

## On what basis do we process personal information about you?

This Privacy Statement sets out the grounds upon which we rely in order to process your personal information.

We may use your personal information for the purposes outlined above because:

- (a) where relevant, we have a contract with you to provide services and processing your personal information is necessary for the performance of such contract; or
- (b) we have a legitimate interest in processing your personal information, which may be to:
  - provide services to you and/or to the entity that has engaged us to provide the services;
  - support the management of our client engagements;
  - evaluate, develop or improve our services or products; or
  - protect our business interests; or
- (c) we are subject to legal, regulatory or professional obligations.

## To whom will we disclose your personal information?

In connection with one or more of the purposes outlined in this Privacy Statement, we may disclose your personal information to:

- other members of the Deloitte Network;
- those with whom you have requested us to share information, such as your spouse or civil partner;

- competent authorities, including courts and authorities regulating us or another member of the Deloitte Network, in each case to comply with legal, regulatory or professional obligations or requests;
- vendors and administrative, support, infrastructure and other service providers handling your information on our behalf; in each case, such vendors and service providers will be contractually bound by appropriate confidentiality and privacy obligations;
- third parties to whom we disclose information in the course of providing services to you or to the entity that has engaged us to provide the services.

Deloitte Tax does not sell or lease your personal information to others.

Please note that some of the recipients of your personal information referred to above may sometimes be located in other countries, in particular the United States, United Kingdom and India (a current list of Deloitte Offices around the world is available in the [Deloitte Global Office Directory](#)). Where those countries do not have data protection rules similar to those in effect in your area of residence, appropriate safeguards will be in place to protect your personal information.

For further details about the transfers described above and the adequate safeguards used by Deloitte Tax with respect to such transfers, please contact us using the details below.

## How do we protect your information?

We hold personal information in hard copy and electronic formats. We use a range of physical, operational and technological security measures to protect this information. These measures include:

- Staff education and training to ensure our staff are aware their privacy obligations when handling your personal information
- Administrative and technical controls to restrict access to personal information to only those people who need access
- Technological security measures, including fire walls, encryption and anti-virus software
- Physical security measures, such as staff security passes to access Deloitte Australia premises, laptop cable locks and the use of privacy screens where appropriate.

## What are your rights in relation to your personal information?

You have various rights in relation to your personal information. In particular, you have a right to:

- obtain confirmation that we are processing your personal information and request a copy of the personal information we hold about you
- ask that we update the personal information we hold about you, or correct such information that you think is inaccurate or incomplete

Depending on the jurisdiction in which you are located, you may also have the right to:

- ask that we delete personal information that we hold about you, or restrict the way in which we use your personal information
- withdraw consent to our processing of your personal information (to the extent our processing is based on your consent)
- ask us to stop or start sending you marketing messages at any time
- obtain and/or move your personal information to another service provider
- object to our processing of your personal information

Where our processing of special category personal information is reliant on your consent and you withdraw that consent, we will cease processing the relevant information for the purposes of providing our services and the effect may be that we are no longer able to provide the services.

However, we may still retain a copy of the relevant information for as long as necessary to comply with applicable laws or professional standards, or as long as the period in which litigation or investigations might arise in respect of our services.

To exercise any of your rights or raise any questions that you have about our use of your personal information, please contact your Deloitte Representative (who is the person that you usually correspond with at Deloitte) or the Deloitte Privacy Officer at [privacy@deloitte.com.au](mailto:privacy@deloitte.com.au).

## How can you access your personal information, or seek to have it corrected?

You may access your personal information, or seek to have that information corrected if you believe that it is incorrect, at any time.

To request access, or to correct your personal information, please contact your Deloitte representative (who is the person that you usually correspond with at Deloitte) or the Deloitte Australia Privacy Officer at [privacy@deloitte.com.au](mailto:privacy@deloitte.com.au). Your Deloitte representative or the privacy team will then get in contact with you (either by phone or via email) and will work with you to provide you with access to your information or to determine whether it requires correction.

## Who can you contact if you have further questions or if you wish to make a complaint?

### **Who should you contact?**

If you have any questions or concerns regarding your privacy, or if you would like to make a complaint, please contact the Deloitte Australia Privacy Officer at:

Privacy Officer  
Deloitte Touche Tohmatsu  
Level 1, 225 George Street  
Sydney NSW 2000  
[privacy@deloitte.com.au](mailto:privacy@deloitte.com.au)

If you believe that the Privacy Officer has not adequately handled your query or issue, you may complain to the Complaints Officer whose contact details are as follows:

Complaints Officer  
Deloitte Touche Tohmatsu  
Level 1, 225 George Street  
Sydney NSW 2000  
[complaints@deloitte.com.au](mailto:complaints@deloitte.com.au)

### **How do we handle complaints that we receive?**

We take all the privacy complaints we receive seriously.

We will acknowledge the receipt of a complaint immediately and will work with you to resolve it. If you would like more information about our process for handling complaints, please see our [complaints handling policy](#).

### **What if you are not satisfied with how we have handled your complaint?**

If you believe that Deloitte Australia has not adequately handled your privacy complaint, you may complain to the Office of the Australian Information Commissioner (OAIC) whose contact details are as follows:

Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001  
1300 363 992  
[enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **Where can I find out more about my privacy rights?**

For further information about privacy and the protection of privacy, visit the Office of the Australian Information Commissioner's website at [www.oaic.gov.au](http://www.oaic.gov.au).

## **What is our process for making changes to this Privacy Statement?**

We may modify or amend this Privacy Statement from time to time.

To let you know when we make changes to this Statement, we will amend the revision date at the top of this page. The new modified or amended Privacy Statement will apply from that revision date. Therefore, we encourage you to periodically review this Statement to be informed about how we are protecting your information.