

Privacy & Security

Your privacy is important to us

We are committed to protecting your privacy. Tax Record recognises the sensitivity of the information that you provide, and we assure you that we view it seriously. Tax Record understands and appreciates that you, as a visitor or registered user, are concerned about your privacy and about the confidentiality and security of information we may gain about you online. Tax Record is committed to protecting your privacy and this Security and Privacy Statement explains how your personal information will be treated as you access and interact with this website. Unless you directly give us consent to do otherwise, Tax Record will only collect and use your personal information as set out below.

The information we collect

Tax Record will only collect personal information about you which is reasonably necessary to provide you with our service. The only information we collect comes from the information which you provide and how you use our website, for example by registering on our site and making a payment, we may keep a record of your contact details. Your personal information or other sensitive information supplied on Tax Record will be treated as private and confidential. We will not disclose this information to other parties without your consent (unless required to do so by law).

Information security

Tax Record takes reasonable steps to preserve the security of cookie and personal information in accordance with Security and Privacy Statement. If your browser is suitably configured, it will advise you whether the information you are sending us will be secure (encrypted) or not secure (unencrypted). If secure transmission is indicated, Tax Record currently uses 128 bit SSL encryption.

Tax Record cannot ensure or warrant the security of any information you transmit to us or from our online products or services and you do so at your own risk. Once we receive your transmission, we take reasonable steps to preserve the security of the information in our own systems. Tax Record will use all reasonable actions to ensure that your information is not compromised. However, we cannot guarantee that no harmful surreptitious code or contaminants, including viruses, bugs, Trojan horses, spyware or adware, will enter online services provided by Tax Record.

We recommend that you use appropriate and up-to-date firewall and anti-virus software to protect your computer systems.

Cookies

A "Cookie" is a packet of information placed on a user's computer by a website for record keeping purposes. Cookies are generally used on the Website to access online services and log into our secure areas, we will use cookies to enable us to authorise your access. This allows us to retain information that you have submitted. You can choose if and how a cookie will be accepted by configuring your preferences and options in your browser.

Traffic monitoring – Cookies are useful to gather information regarding the number of members and to determine the traffic patterns through our website. We use this information to enhance the content and services offered on our site.

Tax Record uses cookies for security services (that is, an area where you are required to log on) and personalisation reasons. If your browser is configured to reject all cookies you will be unable to use secure services on Tax Record that require cookies in order to participate. You may still be able to use some information only pages even if you do not accept cookies.

Keeping information secure

We use security procedures and the latest technology to protect the information we hold. We require all our employees and agents to respect the confidentiality of any personal information held by Tax Record.

You are responsible for maintaining the confidentiality of the password and account allocated to you, and are fully responsible for all activities that occur under your password or account. You agree to (1) immediately notify Tax Record of any unauthorised use of your password or account and any other breach of security, and (2) ensure that you exit from your account at the end of each session. Tax

Record cannot and will not be liable for any loss or damage arising from your failure to comply with these terms and conditions.

Keeping your data safe

The security of your data is of utmost importance to Tax Record. That's why Tax Record applies industry best practice security measures to make sure your data remains secure and private. This means that no-one can access your data or private information without your permission. It also means that your data is stored and protected using state of the art infrastructure. For extra peace of mind, you can read and access your data wherever and whenever you like.

Privacy protected

Tax Record enforces a range of stringent security features to ensure that only you, and people you authorise, can access your data. To ensure the privacy of your data we enforce the use of passwords that are at least eight characters long, have upper and lower case letters and contain at least one number. Ensure that access to all data is username and password protected. Maintain full compliance with Australian data privacy guidelines.

In addition we recommend that, as a Tax Record subscriber, you choose a strong login password and do not share it with others. Use an industry recognised browser that supports our SSL encryption technology.

Retrieving data

Tax Record ensures you can retrieve your data any time. To ensure this, users can save their reports locally to their device in PDF form and store their data in the cloud and access it anywhere and anytime from any internet connected device. If you use Tax Record, your stored data is always available online whenever you have an internet connection.

How we handle email

We will preserve the content of any email that you send us, if we believe that we have a legal requirement to do so. Your email message content may be monitored by our Tax Record employees for quality assurance issues.

Product promotion

Tax Record may contact you about product upgrades and new product releases and to inform you of new services relevant to your business, including special offers. A number of laws are in place to limit direct marketing activity and you may notify us at any time that you do not want to receive any marketing communications from Tax Record.

Our website may contain links to other sites belonging to other parties and which are beyond the control of Tax Record. Please note that we cannot vouch or be responsible for the privacy practices of non Tax Record sites.

Future Changes

Our commitment to be a leading provider of online tax record keeping services means that our business will continue to evolve as we introduce new services and features to our website. Because of this, from time to time, our policies will be reviewed and may be revised. Tax Record reserves the right to change its privacy policy at any time and notify you by posting an updated version of the policy on its website.

Acceptance and changes to the Security and Privacy Statement

You acknowledge and accept that your use of Tax Record indicates your acceptance of this Security and Privacy Statement.

This is the current Security and Privacy Statement. It replaces any other Security Statement of Tax Record published to date. Tax Record may any time vary the Security and Privacy Statement by publishing the varied Security and Privacy Statement on the Tax Record website.

Changes to this Privacy Policy

Any changes to this Privacy Policy that may be made from time to time will be available on the Tax Record website

Tax Record values your privacy

Tax Record considers the guarding of your privacy as of the utmost importance. This Tax Record Privacy Policy states our policy on maintaining your privacy and handling your personal information. Personal information means information about an identifiable individual. This Tax Record Privacy Policy relates to personal information we handle about our clients, visitors to our websites and other members of the public.

Feedback & concerns

Please contact us if you have any feedback or concerns about privacy. We will then use all commercially reasonable efforts to promptly determine if there is a problem and take the necessary corrective action.