

mclaren knight

personal  
information  
management  
policy



mclaren knight firmly believes that a person's privacy is an important individual right. It is equally important to our own business objectives and reputation, and to that of the business of our clients, customers and suppliers.

In this policy statement we set out the minimum standards to which we adhere when ensuring the individual privacy of those persons and businesses with which we deal. Policies set out herein are in addition to the high professional integrity and ethical standards our respective professional bodies require us to comply with to practice as public accountants.

This statement provides general information about our information handling practices. Where we directly collect information that may be more controversial than the information which is normally required, we will endeavour to provide the individual with a more specific privacy statement, undertaking or disclosure at the point and time of collection.

All employees or contractors of the firm must acknowledge and comply with the policies set out herein prior to them being able to access any information whatsoever in relation to an individual.

Notwithstanding that this policy statement refers predominantly to natural persons, we believe that other entities, corporate or otherwise, should be provided with the same standard of confidentiality and therefore, unless required to by law, we adhere to the same standards as if that entity were a natural person.

#### ■ collection of personal information

mclaren knight only collects personal information if we deem it necessary for our business operations, or if work undertaken on your behalf requires us to have knowledge of such details.

The information that we collect may be limited to generally provided contact details where we interact directly with the public or yourself, or may include more detailed information where a client relationship exists (for instance your financial details if we are engaged to perform financial services). We rarely need to collect information which will be of a sensitive nature (such as health, ethnicity, religion or sexual preferences) and will not do so unless absolutely necessary and not without the full disclosure of the requirement to do so and definitely not without your consent.

In some cases we will require written acknowledgement from you when certain information is collected and, if required, stored by our firm.

#### ■ use of personal information

We use personal information for the primary purpose for which it is collected. Such purposes may include, but not be limited to, supplying our services for which we were engaged, or responding to an individual request.

We may use personal information for purposes which relate to the primary purpose of collection, if such related undertakings are within the confines of the firm so as not to unnecessarily impose repeated requests on the client.

We may similarly use contact information to market our related services, however, the individual will always be given the opportunity to elect not to receive further marketing information from us. Each and every marketing dissemination, if any, will refer to this privacy statement and any such marketing material will be in accordance with, and will be bound by, the parameters set out here in this statement.

Internally, we have and maintain, controls to ensure that personal information provided to us remains confidential. All of our staff have been made aware of, and must comply with, our high standards of dealing with confidential information. Further, all **mclaren knight** staff are bound by strict duties of confidentiality to the firm, to its clients and suppliers.

We will not use personal information in ways other than that which is stated in this policy unless we have obtained an individuals' consent. Such consent, where practical, will be in writing, however, verbal consents can be used and both the firm and the client are bound by such authorisations. In other cases consent may be implied (for instance, where an individual gives us information after being fully informed that such will be used).

### disclosure of personal information

We do not, and will not, disseminate, sell or trade personal information, or allow third parties to use that personal information for their own purposes, unless a law provides for and requires us to do so. Such laws are, but are not limited to, those governing corporations, income tax or social security.

We make particular note here that accountants, unlike solicitors, are not bound by professional privilege. It is a requirement of all employees of the firm to advise any person who is, may or appears to be providing such information to them of this fact. Sometimes our business needs require that external contractors or suppliers assist us with information handling. This may include such processes as off-site security storage or electronic database management.

If information is needed to be accessed by a third party, we attempt to limit that access to every extent possible and to ensure that such persons are also bound by duties of confidentiality and privacy of equal standing to that which our firm uses.

It is a requirement of the professional regulatory bodies which this firm is a member of, that client files be audited for assurance of professional standards. If, and when, a client's file has been selected for such an audit, we will write to that client and seek their written consent prior to allowing any access to same by the auditor selected by our professional bodies. This does not and will not relate to audits undertaken by either the Australian Securities and Investment Commission or the Australian Taxation Office or any agent thereof. Where we have knowledge of such undertakings, we will advise you in writing of same.

We may also ask that our clients confirm that they have made their own disclosures or obtained consents before they pass any other person's information onto us.

### security of personal information

**mclaren knight** aims to achieve, and to comply with, industry best practice in the security of personal information which it holds.

Any personal information stored off-site, which is our general practice for data backups, is held by a responsible person bound by the policies contained herein. It is stored in electronic form and is appropriately protected in so far as we are able to do so given the pace of technological advancements.

At times it may be a requirement that your personal information leaves our office, such as an off-site interview or meeting with you, at which times we will make every attempt to ensure that your personal information is secured as far as possible. We make no guarantee as to the ultimate security of such in transit given the nature of this undertaking.

It is our policy to destroy personal information once there is no further legal or business need for us to retain it.

### ■ access to information

We will provide access to personal information held by us upon request by an individual, unless the request is unreasonable and the National Privacy Principle would permit us to decline them access (for instances, where the granting of access would infringe upon another person's privacy). In such cases we will provide written reasons why access has been denied.

Clients who wish to gain access to their personal information should contact their **mclaren knight** representative in writing. Non-clients may contact us by writing to:

The Privacy Officer, **mclaren knight** administration,  
PO Box 7909, Cairns or emailing us on  
email@mclarenknight.com.au.

In some cases we may request an administrative fee to cover the costs of granting access.

### ■ corrections & concerns

If you believe that information held by us about you is incorrect, or if you have concerns about our handling of your personal information, we would ask that you contact us and we will endeavour to resolve such concerns.

As a client you should contact your normal **mclaren knight** representative or officer supervising your engagement. If you are not a client please write to us at:

The Privacy Officer, **mclaren knight** administration,  
PO Box 7909, Cairns or email us on  
email@mclarenknight.com.au.

We undertake to update your details if, and when, changes become known to us. However, it is ultimately your responsibility to ensure that you notify our office of any updates to your personal information with such including, but not limited to, changes in your contact details.

### ■ effect of policy

This policy does not form a contract between an individual and **mclaren knight**. The policy may also be subject to change. Whenever you need to refer to this policy you should contact us for the most up to date version. This policy was last updated on 31st January 2008 and becomes immediately effective from that date.

### ■ other publications

To assist our clients and partnered professionals we publish various flyers and brochures as part of our MENTOR PROGRAM. Please visit our website to obtain a current list of publications. You can also contact our office to obtain a full suite of our publications.

**mclaren knight** is staffed by experienced, committed professionals, who are selected and trained to identify the needs and goals of clients, and to work with them to achieve the desired result.

At **mclaren knight** we take our reputation extremely seriously. We only adopt the latest practices and use the most current information.

To learn more, please visit your local **mclaren knight** office or visit [www.mclarenknight.com.au](http://www.mclarenknight.com.au)