



Privacy Policy

Effective date: 21 October 2026 | Version 1.0

1. About this policy

Freewater Accountants (Freewater Accountants Pty Limited, ABN 51 149 358 341) (**Freewater Accountants, we, us or our**) provides accounting and tax agent services to individuals and businesses.

We are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, store and protect your personal information when you visit our website at freewateraccountants.com.au (the **Website**) or otherwise deal with us. We handle personal information in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**) contained in it.

By using the Website or submitting an enquiry, you acknowledge that you have read and understood this Privacy Policy.

2. What personal information we collect

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable. When you submit the contact form on our Website, we collect:

- your full name;
- your email address;
- your phone number; and
- your reason for enquiry, together with any other details you choose to include in your message.

If you contact us by email or phone, or engage us to provide services, we may also collect your business name, job title, business contact details and records of our communications with you.

We may also collect limited technical information automatically when you browse the Website, as described in section 9 (Cookies and analytics).

We do not intentionally collect sensitive information (such as health information, racial or ethnic origin, political opinions or religious beliefs). Please do not include sensitive information in your enquiry. If you do, we will only hold it with your consent and where it is reasonably necessary to respond to you.

Please do not include your tax file number (TFN), bank account details or other financial information in a website enquiry. If we need this information to provide our services, we will collect it securely once we are in contact with you.

3. How we collect personal information

We collect personal information directly from you wherever reasonably practicable, including when you:

- complete and submit the contact form on our Website;
- email, phone or message us, including through our social media pages; or

- meet with us or engage us to provide services.

If we receive personal information about you that we did not ask for (unsolicited information), we will determine whether we could have lawfully collected it. If not, we will destroy or de-identify it as soon as practicable where lawful and reasonable to do so.

4. Why we collect, hold and use your information

We collect and use your personal information for the following purposes:

- to respond to your enquiry and communicate with you about it;
- to understand your business needs and prepare proposals or quotes;
- to provide, manage and invoice for services you engage us to deliver;
- to maintain business records and meet our legal and regulatory obligations;
- to improve our Website, services and customer experience; and
- to send you marketing communications, where you have consented or where otherwise permitted by law (see section 8).

We will only use or disclose your personal information for the primary purpose for which it was collected, or for a related secondary purpose you would reasonably expect, unless you consent or the use or disclosure is required or authorised by law.

5. Anonymity and what happens if you don't provide information

You may browse the Website without identifying yourself, and you can make general enquiries without giving your full name where practicable. However, the fields on our contact form are needed for us to respond to you. If you choose not to provide your name and contact details, we may not be able to respond to your enquiry or provide our services.

6. Who we disclose your information to

We do not sell, rent or trade your personal information. We may disclose it to:

- third-party service providers who help us operate our business, such as website hosting, website form and plugin providers, email and cloud software providers, customer relationship management (CRM) platforms and IT support providers;
- professional advisers such as accountants, lawyers and auditors;
- our related entities, only where your enquiry relates to their services and you have agreed to us passing it on; and
- government authorities, regulators or law enforcement where required or authorised by law.

Where we engage service providers, we take reasonable steps to ensure they handle your personal information securely and only for the purpose of providing services to us.

7. Overseas disclosure

Some of the service providers we use (for example, cloud email, analytics and software providers) may store or process data on servers located outside Australia, including in the United States and other countries where those providers or their data centres operate.

Before disclosing personal information overseas, we take reasonable steps to ensure the recipient handles it in a way that is consistent with the APPs, as required by APP 8. By submitting your information, you acknowledge that it may be transferred to and stored in these locations.

8. Direct marketing

We will only send you marketing communications (such as newsletters, insights or service updates) where you have consented, or where you would reasonably expect to receive them and the law permits it. All marketing communications will comply with the *Spam Act 2003* (Cth) and will include a simple way to unsubscribe.

You can opt out of marketing at any time by using the unsubscribe link in any email or by contacting us using the details in section 17. We will process your request within a reasonable time and free of charge.

9. Cookies and analytics

Our Website may use cookies and similar technologies, including tools such as Google Analytics and, where in use, advertising pixels from platforms such as Google and Meta. These tools collect information such as your IP address, browser and device type, pages visited, time spent on the Website and the website that referred you.

We use this information in aggregated form to understand how visitors use the Website, measure the performance of our marketing and improve our content. We do not use this technical information to identify you personally.

You can control or disable cookies through your browser settings, and you can opt out of Google Analytics by installing the Google Analytics Opt-out Browser Add-on. Disabling cookies may affect how some parts of the Website function.

10. How we store and protect your information

We take reasonable steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure. These measures include:

- encrypting data transmitted through the Website using SSL/TLS (HTTPS);
- restricting access to personal information to staff and contractors who need it;
- using password-protected systems with multi-factor authentication where available; and
- keeping our Website, plugins and systems regularly updated and backed up.

No method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee absolute security. You provide information to us at your own risk.

11. How long we keep your information

We retain personal information only for as long as it is needed for the purposes described in this policy, or as required by law (for example, tax and financial record-keeping obligations). Enquiries that do not proceed to an engagement are periodically reviewed and deleted after 24 months. When information is no longer needed, we take reasonable steps to securely destroy or de-identify it.

12. Data breaches

If we experience a data breach that is likely to result in serious harm to any individual, we will respond in accordance with our obligations under the Notifiable Data Breaches scheme in Part IIIC of the Privacy Act. This includes containing and assessing the breach and, where required, notifying affected individuals and the Office of the Australian Information Commissioner (OAIC).

13. Accessing and correcting your information

You can request access to the personal information we hold about you, or ask us to correct it if you believe it is inaccurate, out of date, incomplete, irrelevant or misleading. To make a request, please contact us using the details in section 17.

We will need to verify your identity before acting on your request. We will respond within a reasonable period, and generally within 30 days. There is no fee to make a request, although we may charge a reasonable fee to cover the cost of providing access to extensive records. If we refuse your request, we will tell you why in writing and explain how to complain.

14. Automated decision-making

We do not use computer programs to make decisions about you that significantly affect your rights or interests. Enquiries submitted through our Website are reviewed by our team. If this changes, we will update this Privacy Policy to explain the kinds of personal information used and the decisions involved.

15. Third-party websites

Our Website may contain links to third-party websites and social media platforms. We are not responsible for the privacy practices or content of those sites. We encourage you to read their privacy policies before providing any information to them.

16. Complaints

If you believe we have breached the APPs or mishandled your personal information, please contact us in writing using the details in section 17. We will acknowledge your complaint promptly, investigate it 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:

- Website: www.oaic.gov.au
- Phone: 1300 363 992
- Post: GPO Box 5288, Sydney NSW 2001

17. Contact us

For any questions about this Privacy Policy, or to make an access, correction or complaint request, please contact our Privacy Officer:

Privacy Officer, Freewater Accountants

Email: info@freewateraccountants.com.au

Phone: 02 6280 4866

Post: Level 1, Fyshwick Plaza, 38/59–61 Wollongong Street, Fyshwick ACT 2609

18. Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in the law, our services or how we handle personal information. The current version will always be available on our Website, and the effective date at the top of this policy shows when it was last updated.