

Complaint & Privacy Policy

TJM Bookkeeping Services is committed to protecting your privacy and handling your personal information responsibly in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Collection of Personal Information

We may collect personal information such as your name, contact details, financial records, and other information necessary to provide bookkeeping services. Information is collected directly from you unless it is unreasonable or impracticable to do so.

2. Use and Disclosure

We use your personal information only for purposes directly related to the services we provide, including bookkeeping, payroll, and compliance support. We do not disclose your information to third parties unless:

- You have given consent,
- It is required by law, or
- It is necessary to carry out the agreed services (e.g., working with your accountant).

3. Data Security

We take reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure. This includes secure electronic storage and restricted staff access.

4. Access and Correction

You may request access to the personal information we hold about you, or ask for corrections if you believe it is inaccurate, out of date, or incomplete.

5. Complaints Process

If you have a concern or complaint about how your personal information has been handled, please contact us using the details below. We take all complaints seriously and will respond within 30 days.

If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC):

- Phone: 1300 363 992
- Website: www.oaic.gov.au

6. Contact Us

For privacy questions or complaints, please contact:

TJM Bookkeeping Services
admin@tjm-bookkeeping.com.au
www.tjmbookkeeping.com.au