

Privacy Policy

This Privacy Policy sets out the basis on which your personal information obtained via CQTAX ("the Website") will be processed by us. For the purpose of the Privacy Act 1988 ("the Act"), the Website is owned and operated by CQ Taxation Services Pty Ltd whose registered office is at Suite 3, 72 Goondoon Street Gladstone Queensland 4680. Please read this Privacy Policy carefully before using the CQTAX site. Usage of the CQTAX website is conditional upon you agreeing to be bound by this privacy policy.

When we talk about 'us', 'our' or 'we', it means CQ Taxation Services. The words 'you', 'client' or 'your' means you, the visitor to our website. Personal information is information that would identify you, or from which you can be identified.

Your privacy and online security

1. Your privacy is important to us

We are committed to protecting the privacy of our clients. We honour without reservation our obligation to respect and protect the privacy of the personal information of individuals with whom we deal. We do not give it away or sell it and we have systems in place to protect it.

We recognise the sensitivity of the information that you provide on your tax return, and we assure you that we view it seriously. Unless you directly give us consent to do otherwise, CQ Taxation Services will only collect and use your personal information as set out below. CQ Taxation Services does not and will not sell or deal in personal or customer information.

2. The Information we collect

We collect personal information, including personally identifiable information, about you when you give it to us. CQ Taxation Services will only collect personal information about you which is reasonably necessary to provide you with our service. The only personal information we collect comes from the information which you provide and how you use our website, for example by completing the online form for your tax or BAS return, we may keep a record of your contact details. We don't collect your information from anywhere or anyone else.

3. 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.
- they allow us to retain information that you have submitted in order for us to lodge your tax return.
- 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.

4. Using and disclosing your personal information

Your personal information is confidential. Our purpose in collecting information about you is to enable you to submit your tax return in a fast, convenient and safe way. We may use another provider to deliver our products or services to you. If they need your personal information to complete that delivery of such service, we will require them to use your information only for that purpose and then destroy it.

CQ Taxation Services will not use or disclose any information about you without your consent to third parties except:

- for the purpose of collecting payments using external platforms (see term 12)
- for the purpose of providing our services using secure cloud computing platforms and artificial intelligence (AI) technologies (see term 13)
- where we are required or authorized by law
- where it is necessary to provide you with a service that you have requested such as lodging your tax return with the Australian Taxation Office
- where we use another provider to assist us in delivering our professional services
- to allow you to participate in current and future interactive features of our services where you choose to do so
- to communicate with you in order to request further personal and financial information, responding to your requests and notify you of the status of your transactions
- to implement our terms of service or protect the interests of CQ Taxation Services.

5. How you can access your information

You can contact us to request access to your information. In normal circumstances we will give you full access to your information. However, there may be some legal or administrative reasons to deny access. If access is denied, we will provide you with the reason why. When you contact us to request your information, we will ask you questions relevant to your specific taxation matters and will request your personal details to verify your identity in releasing your information to you.

6. Changing and deleting your information

If you wish to change or delete your personal information that may be inaccurate or out of date, please contact us by email and we will take all reasonable steps to amend or remove your records, unless we need to keep it for legal reasons.

7. 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 CQ Taxation Services. We may use third parties during business activities such as marketing or website development. We may also change the host of this website in accordance with our business requirements. This may mean that the information collected through our website can be hosted overseas. We do our best to use reputable companies that have appropriate information protection to host our website.

8. Contact for questions or complaints

If you have any questions or concerns regarding the way we manage your personal information you should email us. We will take any issue seriously and work to take action to address your concern, within reason.

9. Future Changes

Our commitment to be a leading provider of online tax assistance 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. CQ Taxation Services 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. If there is a change of control in one of our businesses (whether by merger, sale, or otherwise), or a sale or transfer of its assets, customer information, which may include your Personal Data, could be disclosed to a potential purchaser under an agreement to maintain confidentiality, or could be sold or

transferred as part of that transaction. And finally we would only disclose your information in good faith and where required by any of the above circumstances. Last Updated 13/07/2026.

10. Australian Taxation Office Privacy

The Tax Office is authorised by the Income Tax Assessment Act 1936, the Income Tax Assessment Act 1997, the Taxation Administration Act 1953 and the A New Tax System (Family Assistance)(Administration) Act 1999 to request information of a personal and financial nature, thus we will need your co-operation to provide us with such information to meet their requirements. We may give this information to other government agencies as required or authorised by law -for example, benefit payment agencies such as Centrelink, the Department of Education, Employment and Workplace Relations and the Department of Families, Housing, Community Services and Indigenous Affairs; law enforcement agencies such as state and federal police; and other agencies such as the Child Support Agency, the Australian Bureau of Statistics and the Reserve Bank of Australia. The Commissioner of Taxation, as Registrar of the Australian Business Register, may use the ABN and business details which you provide on this tax return to maintain the integrity of the register.

11. Tax File Number's, Bank Account Details, Family Assistance Office

You cannot lodge your income tax form electronically if you do not quote your tax file number (TFN). Electronic funds transfer – direct debit where you have requested an EFT direct debit, some of your details will be provided to your financial institution and the Tax Office's sponsor bank to facilitate the payment of your taxation liability from your nominated account. The Family Assistance Office (FAO) – which is a partnership between Centrelink, the Tax Office, Medicare Australia (formerly known as the Health Insurance Commission) and the Department of Families, Housing, Community Services and Indigenous Affairs (FaHClA) – is authorised by the A New Tax System (Family Assistance) (Administration) Act 1999 to ask for information to assist in the administration of FTB claims. Limited personal information may be used for customer surveys run by the Tax Office and its client departments, or by research organisations on their behalf. Limited information about you may also be disclosed to others when your circumstances affect their entitlements to payments and services. The FAO may also give this information to someone else if you give permission, or to government agencies authorised by law to receive it – for example, partner agencies including Centrelink, the Tax Office, Medicare Australia and FaHClA; assistance agencies such as the Aboriginal and Torres Strait Islander Commission; the Department of Education, Employment and Workplace Relations and other agencies such as the Child Support Agency and the Department of Immigration and Citizenship.

12. Processing payments

CQ Taxation Services uses online platforms to process payments from its clients. For each platform, the Client will be required to consent to the use of the platform and its privacy policy and/or its terms and conditions before payment is processed. CQ Taxation Services uses Square AU PTY, Ltd, Southern Payment Systems and GoCardless Ltd to collect payments from its clients. CQ Taxation Services does not store your payment details anywhere.

13. The use of cloud computing and artificial intelligence

CQ Taxation Services uses secure cloud computing platforms and, where appropriate, artificial intelligence (AI) technologies to assist in providing our accounting, taxation, bookkeeping, lending and advisory services.

These technologies may assist us with activities such as document processing, data extraction, calculations, document drafting, correspondence, research, workflow

management and administrative tasks. AI tools are used to assist our team and do not replace our professional judgement. All professional advice and taxation services remain subject to review and approval by an appropriately qualified member of our team.

Where appropriate, your personal information (and where relevant, sensitive information) may be processed by trusted third-party providers that deliver these cloud and AI services. We seek to use reputable providers with appropriate privacy, security and confidentiality safeguards and, where available, business or enterprise services that do not use client information to train publicly available AI models.

Depending on the provider, your information may be stored or processed within Australia or overseas. We only disclose information to the extent reasonably necessary for us to provide our services. Some of our service providers, including cloud computing and artificial intelligence providers, may store or process information outside Australia. We take reasonable steps to ensure those providers have appropriate privacy and security protections in place. For clients who engage us to provide professional services, further information regarding our use of cloud computing, artificial intelligence and third-party service providers is contained in our Terms of Engagement.

We do not sell your personal information to cloud computing or AI providers.