

Taxlab Privacy Policy

This Privacy Policy was last updated on 1 April 2021.

Welcome to “Taxlab”, an online software system designed specifically for businesses and accountants for tax compliance and certain statutory financial reporting (referred to in the Terms of Use and this Privacy Policy as the **Subscription Services**).

This Privacy Policy sets out our, and your, rights and obligations in relation to personal information provided through the use of the Subscription Services. Please read this Privacy Policy carefully before registering to use the Subscription Services. By using the Subscription Services you agree to follow and be bound by the terms and conditions of Taxlab’s [Terms of Use](#) (including this Privacy Policy). If you do not agree to all the Terms of Use (including this Privacy Policy), you must not use the Subscription Services. Capitalised terms used in this Privacy Policy have the same meanings as set out in the Terms of Use (unless otherwise defined in this Privacy Policy).

This Privacy Policy may be varied by us at any time, effective upon the posting of modified terms on the Taxlab Website, within the Subscription Services, or as otherwise notified to you in writing (including by email). You will ensure that you have read, understood, and agree to the most recent terms posted on the Taxlab Website, within the Subscription Services, or as otherwise notified to you.

1 Collection

- 1.1 We may gather two types of information about you from the Subscription Services: (a) personal information, provided by you both at the time of registration in order to use the Subscription Services and also when you use the Subscription Services; and (b) aggregate and/or anonymised information generated by our systems which track traffic to the Subscription Services but do not relate to you personally. Failure to provide necessary personal information when requested may result in certain services not being available to you.
- 1.2 Information collected may include: (a) your personal details, such as your first and last names, email and physical addresses, and payment card or account details; (b) your IP address; (c) information about the web browser used to access the Subscription Services; (d) information about content you access on the Subscription Services; and (e) any other information relating to you that you provide to us through other methods or that is publicly available.

2 Disclosure

- 2.1 We may disclose: (a) any information that we gather about you to third parties for the purposes of providing the Subscription Services to you, together with any additional services we consider are appropriate; (b) aggregate tracking information and other information that does not personally identify you, to third parties; (c) your personal information to third parties, when we believe in good faith that we are required to do so by law; (d) your personal information to third parties, provided we have your prior authorisation which we will obtain at the time of collecting the information from you. Your personal information may be transferred to third parties located in other countries that may not be required to protect your personal information in a way that, overall, provides comparable safeguards to those provided under the privacy laws of the Jurisdiction you reside in. However, our policy is to only work with reputable third party suppliers who have appropriate information security credentials such as ISO27001:2013 or equivalent.

- 2.2 We may engage other companies and individuals to perform services for us (including some who might be located outside Australia or New Zealand). Examples include providing hosting and web services, sending communications, analysing data, providing marketing assistance, and processing card payments. We will ensure that they agree to use personal information only as required to provide their services (and not for other purposes), and that they comply with applicable privacy laws.

3 Use

- 3.1 We use the personal information we collect: (a) to verify your identity and assist you if you forget your password or registered user login details; (b) to assist you in using the Subscription Services; (c) to enhance the delivery of the Subscription Services; (d) to contact you in relation to the use of the Subscription Services; (e) to provide further information to you about suppliers or other websites and services which we consider may be of interest to you; (f) for future marketing, promotional and publicity purposes, including to carry out direct marketing, market research and surveys; (g) for ensuring that you are shown the information that is most relevant to you and your interests; (h) to develop and improve the Subscription Services, products and services; (i) to comply with our legal obligations; and (j) for any other use that you authorise.

4 Cookies and tracking

- 4.1 We may use a cookie file containing information that can identify details of your IP address, device platform (e.g., Windows, Mac OS, iOS or Android), browser (e.g., Internet Explorer, Edge, Safari, Chrome or other, plus the version of browser), domain (whether you are accessing the Subscription Services from New Zealand or Australia or elsewhere) and other user information (e.g., your username). We may use the information generated by cookies to: (a) track traffic patterns to and from the Subscription Services; (b) ensure any advertising or communications are being shown to the most appropriate person; and (c) enable you to enter the Subscription Services and use certain services and to visit registered user only areas of the Subscription Services. You can choose to refuse cookies by turning them off in your browser and/or deleting them from your hard drive. You do not need to have cookies turned on to use the Subscription Services, but you will need them to log on to the Subscription Services and to access personalised or secure content on the Subscription Services. Some pages may not function properly if the cookies are turned off.

5 Content providers, Advertisers and Partners

- 5.1 We do not control the practices of content providers, advertisers, partners and other third parties connected with the Subscription Services and to whom you provide personal information whilst using the Subscription Services. The Subscription Services may contain links to other sites, which may not follow the same privacy policies that we adopt. We recommend that you check any relevant privacy policies before providing your personal information to any third party.

6 Opting in and opting out

- 6.1 If our intended collection, use or disclosure of your personal information is outside the collection, use or disclosure set out in this Privacy Policy, we will give you the option to: (a) opt out and not receive certain services or participate in certain interactive areas; or (b) opt in

to agree to be contacted by us in relation to certain matters such as notification of new features to the Subscription Services, beta testing or promotional activities.

- 6.2 You have the option to choose not to receive certain types of communications from us. Any marketing communications we send will always contain a link at the bottom enabling you to unsubscribe. If you elect not to receive communications or ask to be removed from a mailing list, we may still send you communications where necessary to provide you with important information about details of or changes to the Subscription Services you receive from us.

7 Holding, correcting and updating

- 7.1 Any personal information that you provide to us will be collected and held by us at nominated datacentres from which we provide the Subscription Services. If you are an individual, in accordance with the privacy laws of the Jurisdiction you reside in, you may have rights of access to and correction of personal information that we hold. We offer the ability to correct or change the information collected at any time and as often as necessary. If you have any questions about how our services work or regarding this Privacy Policy, please contact us by sending an email to privacyofficer@taxlab.online.

8 Contact information

- 8.1 If you would like to contact us about this Privacy Policy, please email us at privacyofficer@taxlab.online.