

## TERMS OF ENGAGEMENT

### Our Terms Of Engagement

We will provide accounting and taxation, wealth, and finance related services in accordance with the relevant professional and ethical standards issued by the Accounting Professional & Ethical Standards Board Limited (APESB) and with the Tax Agent Services Act 2009.

### Responsibilities

In conducting this engagement, information acquired by us in the course of the engagement is subject to strict confidentiality requirements outlined in our privacy policy. That information will not be disclosed by us to other parties, except as required or allowed for by law, or with your express consent.

We maintain a system of quality control which has been established and maintained in accordance with the relevant APESB standard. As a result, our files may be subject to a review as part of the quality control review programs of CPA Australia or the Institute of Chartered Accountants in Australia, Centrepont Alliance Limited and PLAN Australia whom monitor compliance with professional standards by its members.

We advise you that by accepting an engagement with PWS Advisory Group you acknowledge that, if requested, our files relating to this engagement will be made available under these programs.

No assurance will be expressed as to the accuracy of the information provided by you. Our engagement cannot be relied upon to disclose irregularities including fraud, other illegal acts and errors that may exist. However, we will inform you if any such matters come to our attention.

In performing our services, informal verbal advice may be given from time to time. If you intend to rely on any verbal advice, you should seek confirmation in writing. We do not accept liability for informal verbal advice for which insufficient information is provided, which is not in proper context and/or is not confirmed in writing.

### Disclosure & Record Keeping Obligations

Under this engagement you are responsible for the reliability, accuracy and completeness of the accounting records, particulars and information provided.

You are obliged to provide us with all information that you reasonably expect will be necessary to allow us to perform the services required under this engagement within a timely manner. Inaccurate, incomplete or late information could have a material effect on our services and/or our conclusions and may result in inaccurate advice and additional fees correcting the advice.

#### GEELONG

Level 3, 117 Myers Street  
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You are required to advise us on a timely basis if there are any changes to your circumstances that may be relevant to the performance of our services.

The Taxation Administration Act 1953 contains specific provisions that may provide you with 'safe harbours' from administrative penalties for incorrect or late lodgement of returns if, amongst other things, you give us 'all relevant taxation information' in a timely manner. Accordingly, it is to your advantage that all relevant information is disclosed to us as any failure by you to provide this information.

## Fees

Our fee arrangement will be based on the value of the assignment as agreed between you and PWS Advisory Group.

Contact will be made with you on at least an annual basis to discuss the specific services to be provided and a fee estimate will be communicated based on the services to be performed.

Any disbursements and out of pocket expenses will be charged at cost.

Please note that all fees quoted by us will be in Australian dollars and are exclusive of GST unless otherwise stated

## Limitation Of Liability

Our liability is limited by a scheme approved under Professional Standards Legislation. Further information on the scheme is available from the Professional Standards Councils' website at <http://www.professionalstandardscouncil.gov.au>.

## Ownership Of Documents

All original documents obtained arising from the engagement shall remain your property. However, we reserve the right to make a reasonable number of copies of the original documents for our records.

Our engagement will result in the production of the certain documents, ownership of which will vest in you, the client. These documents will include financial statements, income tax returns and business activity statements and advice memorandums.

All other documents produced by us in respect of this engagement will remain the property of our firm. The firm has a policy of exploring a legal right of lien over any client documents in our possession in the event of a dispute.

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## Miscellaneous

Nothing in this engagement shall prevent us from taking any action as may be required by law or statute or to comply with the regulations of any relevant professional body.

We may, without your consent, assign this engagement to a successor to the business of PWS Advisory Group to which this engagement relates.

In the absence of written instructions to the contrary, files may, without notice to you, be destroyed after seven years have elapsed since the completion of the matter. This does not apply to documents held for safe keeping such as share certificates, unexpired contracts or lease agreements.

## Privacy Policy

Please refer to the privacy policy below for PWS Advisory Group.

## Payment Terms

Our terms are that accounts rendered shall be paid within the timing agreed in the scope of engagement.

We may choose to apply interest at the rate of 8% pa on any outstanding fees and we may suspend provision of further services until all sums due are paid in full.

Statements will be forwarded each month or on request. Please note that credit card payments will incur a surcharge of between 1% and 3% subject to the type of card used.

## Our Commitment To You

Our mission is “To have trusted relationships and make a positive difference to our client’s financial success”. We welcome your feedback in relation to our performance in meeting this mission.

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## PRIVACY POLICY

### Our Commitment

PWS Advisory Group, and its related entities are committed to maintaining the privacy and confidentiality of personal information. We will adhere to the Australian Privacy Principles (APPs) when collecting, using, disclosing, securing and providing access to personal information.

### Collection

PWS Advisory Group collects personal and sensitive information about individuals, including our clients, persons associated with or employed by our clients, or our business contacts, to provide our professional services and to effectively manage our business relationships.

The types of personal information we collect may be business contact details or may involve detailed knowledge of an individual's financial or personal circumstances, depending on the particular service we are required to provide.

The personal information PWS Advisory Group collects from you depends on how you interact with us. The information we collect will generally be collected through our communications or dealings with you. However, we may also collect it from third parties including but not limited to your solicitor, third party service providers, banks, financial institutions, industrial regulatory bodies and Insurance companies. Depending on the type of services you are seeking, we may also conduct credit reports on our clients or collect your Tax File Numbers.

In the course of providing our services, we collect personal information in a number of ways:

- Electronically;
- Via telephone;
- Client Interviews (Client data forms);
- Mail; or
- Through our website.

PWS Advisory Group may also collect your personal information from a third party where:

- You consented to the collection of information;
- We are required or authorised under Australian law, court/ tribunal, or someone other than you; or
- It is unreasonable or impracticable to obtain the information from you.

We may also collect personal information that is publicly available.

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## Use and Disclosure

PWS Advisory Group generally uses personal and sensitive information to provide specified professional services, and to raise awareness about recent business-related developments that may be of relevance or interest to you. We may also share personal information internally within the PWS Advisory Group and its related entities, in order to communicate information about our wide range of business services or latest business solutions.

Generally PWS Advisory Group will obtain your consent in writing, prior to disclosing your personal information to a third party. However, in some circumstances we may use and disclose your personal and sensitive information where it is required or permitted by Law or in emergency situations. PWS Advisory Group may be required to provide your personal and sensitive information to:

- Australian Taxation Office (“ATO”);
- Australian Securities and Investments Commission (“ASIC”);and
- Overseas Taxation Authorities.

PWS Advisory Group may disclose information to entities located outside Australia, in the provision of our services, including receipt of bank statements.

We endeavour to ensure that such third parties comply with the APP’s, our privacy policy and confidentiality obligations under Australian jurisdiction. The privacy laws of off-shore entities may differ from and be less stringent than the requirements of the privacy laws of the jurisdiction of Australia. In those cases we are not responsible for imposing the laws of the overseas jurisdiction, and you may not be able to seek redress under those laws.

By giving PWS Advisory Group your personal information, you consent to such transfer and disclosure.

## Third Party Involvement

We may from time to time engage third party specialist professionals and other public practitioners, where warranted to obtain the advice you need or to assist us to provide our service to you. These may include cloud service providers and outsourced service providers.

We will seek your consent if third party involvement is likely to exceed the fixed price (if applicable).

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We have outsourcing arrangements with the following companies:

SuperRecords is a group company of Befree Business Resourcing in Parramatta, New South Wales (Head Office) and India (Processing Office) whom we engage from time to time to assist us. The nature and extent of the services that we utilise is SMSF and General administration including but not limited to:

- Processing and preparation of SMSF workpapers
- Processing and preparation of SMSF Income Tax Returns and Financial Statements
- SMSF Admin tasks as required
- Corporate compliance Administration
- Administration support for PWS Advisory Group staff

Levera Solutions Pty Ltd in Camberwell Melbourne (Head Office) and the Philippines (Processing Office) whom we engage from time to time to assist us. The nature and extent of the services that we utilise is Wealth Administration including but not limited to:

- Insurance - Third Party Authority information, Queries with BDM, Annual Reviews, comparison other Administration work as needed.
- Preparing SOA Template to ATIAS
- Follow up with Queries
- Assist with Paraplanner, Projeciton, Queries, Premium
- Compass support filing, etc.
- SMSF – Assist with Third Party Authority information
- Assist with Wealth Solver reports
- Super Investment product

Acceptance of our services in conjunction with this engagement document indicates your acceptance of the use of outsourced services as described above.

## Data Quality & Security

Protecting personal information is a priority at PWS Advisory Group. We take into account security and confidentiality when handling personal information in both the physical and electronic environment.

It is also important to us that the information we maintain and use is accurate, complete and up-to-date. If at any time personal details change, please inform us so we can update our records. The information we hold about you is treated confidentially and is only accessed when necessary. Whilst we take caution to protect your personal information and data, no data transmission over the internet or electronically can be completely secure. Once we have received your information, PWS Advisory Group takes all appropriate measures to use procedures and security programs to ensure its security on our systems.

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We take reasonable steps to protect the information we retain from misuse, loss and from unauthorised access, modification or disclosure.

Many of the service providers or third parties you may deal with through your relationship with the PWS Advisory Group will also have Privacy policies concerning the manner in which they collect, hold, use or disclose personal information which can be viewed on the provider's web site.

You may also assist us to keep your personal information secure by ensuring appropriate back-ups, security and virus check procedures are in place for any data or information provided to or received from PWS Advisory Group electronically. Please use your discretion and exercise caution when providing your personal information.

## Access and Correction

You may request access to the personal and sensitive information we retain about you and request corrections or deletions at any time. However, this right of access is subject to some exceptions permitted by law.

To make a request, please put your request in writing or call our office using the contact details below.

PWS Advisory Group reserves the right to charge a fee for searching for and providing access to your personal information. In the event we refuse you access to your personal information, we will provide you with an explanation for that refusal.

## Identifiers

In some circumstances we are required to collect government identifiers, for example, your Tax File Number. We may be required to collect or disclose government identifiers from the Australian Taxation Office or a regulated entity to the extent permitted by law in the provision of our services. We will not use or disclose this information other than when required to do so by law, or when consented to by you.

## Openness

We may use and disclose personal information for the purposes for which it was provided or secondary purposes in circumstances where you would reasonably expect such use or disclosure. We may disclose personal information to third parties or external contractors carrying out functions and duties for and on behalf of PWS Advisory Group or its related entities. It is a condition of our agreement with each of our external contractors that they adopt and adhere to this privacy policy.

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## Cookies

PWS Advisory Group use cookies and other similar technologies which often include an anonymous unique identifier. A “cookie” is technology that allows our web site to store information in your browser used only by our site while you are on our site. They serve to help us track web traffic and users’ preferred locations and languages. Each web site can send its own cookies to your browser if your computer software allows it. We may receive information from you via our cookies. If you prefer not to receive cookies, you may alter your web browser configurations to decline cookies and therefore deliver no information. If you require further information in relation to cookies please contact us on the details below.

## Anonymity

Without your consent, we will not collect sensitive information about you. Exceptions to this include where the information is required by law, or for the establishment, exercise or defence of a legal claim. We will notify you as soon as practicable should we require or collect sensitive information about you.

## Complaints

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, you should contact our office. Your complaint will be considered within seven days and responded to accordingly. It is our intention to use our best endeavours to resolve any complaint to your satisfaction; however, if you are unhappy with our response, you are entitled to contact the Office of the Australian Information Commissioner (“OAIC”) who may investigate your complaint further.

## Contact Details

Level 2, 163 Eastern Road

South Melbourne, Victoria, 3205

Telephone: (03) 9699 9422

E-mail: [admin@pwsadvisory.com.au](mailto:admin@pwsadvisory.com.au)

If you require a copy of our Privacy Policy in another form, please contact us.

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