

# Privacy & Refund policy

## PRIVACY POLICY

NEIGHBOURHOOD TAX AGENTS & ACCOUNTANTS PTY LTD presents the privacy policy of its company so that it can protect the privacy for users. By implementing and following the policy, the service is now termed as user defined services owned and operated by NEIGHBOURHOOD TAX AGENTS & ACCOUNTANTS Pty Ltd. By submitting your information to our website or through the toolbar, we will consider your acceptance of our policy.

You can easily go through these policies:

**COLLECTION OF INFORMATION AND ITS USE** - When we get any information through phone, emails or websites of our users, we regard it as confidential and never share or disclose it with others. We will not sell or rent the information. NEIGHBOURHOOD TAX AGENTS & ACCOUNTANTS PTY LTD collects information from the users by using the toolbars.

**Personal Information**- It is very necessary for the users to give all the required personal information which identifies you so that we will be aware of our users and their requirements. The user needs to fill the registration form first, in order to utilize the NEIGHBOURHOOD TAX AGENTS & ACCOUNTANTS PTY LTD services. During registration, the user must give all the necessary details like, First and Last name, contact number, e-mail id, postal address, personal identifier etc. These details are used to contact you for the services you have asked for. It includes reregistration/renewal notifications, special offers and surveys on improving our services.

**Remote Access**- While requesting support you may be required to log on to our computer. NEIGHBOURHOOD TAX AGENTS & ACCOUNTANTS PTY LTD applies qualified tools which allow user to connect to our computer remotely over the internet so that the consultant can assist you virtually.

Experts are not allowed to use the Remote Access Software until and unless they have received adequate training. In addition Experts will not use remote access tools to obtain confidential or sensitive information stored on user computer or network, or cause user to experience system problems.

**Surveys and contests** - From time to time our toolbar requests information from user via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose the information. Information requested may include contact information (like name and shipping address) and demographic information (such as zip code). Contact information will be used for the purpose of monitoring or improving the use and satisfaction NEIGHBOURHOOD TAX AGENTS & ACCOUNTANTS PTY LTD services.

## **REFUND POLICY**

Please choose carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website or doesn't do what it is supposed to do

## **Security Policy**

When purchasing from NEIGHBOURHOOD TAX AGENTS & ACCOUNTANTS PTY LTD your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is the current industry standard. If you have any questions regarding our security policy, please contact our customer support centre [info@nhtaa.com.au](mailto:info@nhtaa.com.au)

Neighbourhood Tax Agents & Accountants Pty Ltd Privacy Statement June 2013  
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