

# LANGFORD & CHASE

## Privacy Policy

*How Langford & Chase collects, uses and protects your information*

*Version 1.0 — Effective 30 June 2026*

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### **Document owner**

**Entity:** Langford & Chase Pty Ltd

**ABN:** 94 696 716 051

**Registered office:** Level 21, 207 Kent Street, Sydney NSW 2000

**Contact:** [enquiries@langfordchase.com.au](mailto:enquiries@langfordchase.com.au) · (02) 5760 8581

**Website:** [langfordchase.com.au](http://langfordchase.com.au)

## 1. About this Privacy Policy

This Privacy Policy explains how Langford & Chase Pty Ltd (ABN 94 696 716 051) (we, us, our) collects, uses, holds, discloses and protects your personal information.

We are bound by the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) (Privacy Act). This Policy applies to all personal information we collect through our website, our advisory engagements, our marketing channels, and any other interaction you have with us.

This Policy is effective from 30 June 2026. We may update it from time to time. The current version will always be available at [langfordchase.com.au/privacy](https://langfordchase.com.au/privacy).

## 2. What is personal information?

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information is true or not and whether recorded in a material form or not. It includes sensitive information (such as health information or financial hardship details).

## 3. Information we collect

We collect personal information that is reasonably necessary for our business activities, including:

- Identity information: full name, date of birth, ABN/ACN, director details
- Contact details: email address, phone number, postal and business address
- Financial information: business financial position, ATO debt details, BAS lodgment status, creditor details, personal guarantees, asset positions
- Engagement information: company structures, board minutes, correspondence with the ATO, accountants and lawyers, and other documents you provide
- Sensitive financial hardship information: where relevant to the advisory work we are engaged to perform
- Website usage data: IP address, browser type, pages viewed, referral source, time on site (via cookies and analytics — see Cookie Policy)
- Marketing preferences and communications history

## 4. How we collect personal information

### Collection from third parties

- Complete an enquiry form on our website or a related landing page (atofix.com.au, sbradvisory.com.au, sbraustralia.com.au, taxdebtaustralia.com.au, businessdebtrelief.com.au)
- Call our office on (02) 5760 8581 (calls may be recorded for quality and training)
- Email us at enquiries@langfordchase.com.au
- Engage us under a written Service Agreement
- Attend a meeting, webinar or event
- Provide documents in the course of an engagement

We may also collect personal information from third parties where authorised, including:

- Your accountant, lawyer, bookkeeper or other advisors (with your consent)
- The Australian Securities and Investments Commission (ASIC), the Australian Taxation Office (ATO), and other public registers
- Credit reporting bodies (only where engagement scope requires)
- Referral partners who introduce you to us

## 5. Why we collect, use and disclose your personal information

We collect, use and disclose personal information to:

- Respond to your enquiry
- Assess your advisory needs and provide advisory services
- Prepare documents and communications as part of an engagement
- Liaise with the ATO, your other advisors, creditors, and registered insolvency practitioners on your behalf (with your authority)
- Comply with our legal, regulatory and professional obligations
- Improve our website, services and marketing
- Send marketing communications (where you have not opted out)
- Investigate complaints, disputes or potential legal claims

## 6. Disclosure of your personal information

### Overseas disclosure

We may disclose your personal information to:

- Our personnel and contractors who need access to perform their role
- Your other professional advisors (lawyers, accountants) where you have authorised us to liaise with them
- Registered insolvency practitioners (liquidators, administrators, SBR Practitioners) where you have agreed to a referral

- The ATO, ASIC, courts and other regulatory bodies where required by law
- Service providers (including IT, hosting, email, CRM, document management providers) who handle information on our behalf under confidentiality obligations
- Professional indemnity insurers and legal advisors in connection with potential claims

Some of our service providers (including cloud hosting, email and analytics providers) may store data on servers located outside Australia, including in the United States, the United Kingdom and the European Union.

We take reasonable steps to ensure overseas recipients handle your information consistently with the APPs.

## **7. Marketing communications**

We may send you marketing communications about our services, articles, events and updates where you have provided your contact details. You can opt out at any time by clicking 'unsubscribe' in any email or contacting us at [enquiries@langfordchase.com.au](mailto:enquiries@langfordchase.com.au).

We comply with the Spam Act 2003 (Cth) and the Do Not Call Register Act 2006 (Cth).

## **8. How we hold and protect your information**

### **Retention**

We hold personal information in electronic form within secure systems hosted on Australian and overseas cloud infrastructure, and in physical form in our Sydney office.

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure, including:

- Access controls, multi-factor authentication and role-based permissions
- Encryption in transit (TLS) and at rest
- Confidentiality obligations on personnel and contractors
- Secure document destruction once retention requirements have expired
- Regular review of our information security controls

We retain personal information only for as long as we need it for the purpose for which it was collected, or as required by law or our professional obligations. Engagement records are typically retained for a minimum of seven (7) years from the conclusion of the engagement.

## **9. Your rights — access and correction**

You can ask us to:

- Confirm what personal information we hold about you
- Provide you with access to that information
- Correct information that is inaccurate, incomplete or out of date

To make a request, contact us at [enquiries@langfordchase.com.au](mailto:enquiries@langfordchase.com.au). We will respond within 30 days.

We may need to verify your identity before providing access. There is no fee for access, although we may charge for the reasonable cost of providing copies.

## 10. Cookies and website analytics

We use cookies and similar technologies on our website. For details, see our separate Cookie Policy.

## 11. Complaints

If you believe we have breached the Australian Privacy Principles or this Privacy Policy, please contact us at [enquiries@langfordchase.com.au](mailto:enquiries@langfordchase.com.au) or (02) 5760 8581. We will acknowledge your complaint within five (5) business days and aim to resolve it within thirty (30) days.

If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.

## 12. Changes to this Policy

We may update this Privacy Policy from time to time. Material changes will be notified on our website or by direct communication.

## 13. Contact us

Privacy Officer  
Langford & Chase Pty Ltd  
Level 21, 207 Kent Street, Sydney NSW 2000  
E: [enquiries@langfordchase.com.au](mailto:enquiries@langfordchase.com.au)  
P: (02) 5760 8581