

Protecting your practice

QC: New1

Content revised: Yes

Abstract revised: Yes

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Criminals will take any opportunity to steal valuable client, staff and employee information from your practice. Find out what steps you can take to make your practice more secure and what to do if this happens to you.

If your practice experiences a break-in, it may result in criminals stealing sensitive client information, employee and other records to attempt tax related fraud.

To reduce the risk of your business being targeted, you and your staff can use these steps to make your practice more secure.

- Confirm previous employees access to your premises is removed (keys, building passes and systems access).
- Secure portable devices that contain client information e.g. laptops and tablets.
- Check all computers and other devices have up to date security controls and software.
- Create unique passwords that are difficult for others to guess, change them regularly and do not share them.
- Lock computer screens and make sure no paperwork is left behind when you meet clients in public places.
- Ensure records are destroyed using a secure record destruction service.
- Minimise paper records and keep them in secure, locked cabinets or secure offsite storage.
- Consider security systems including alarms or surveillance cameras for your premises.
- Encourage your clients to report any suspicious activity or communication in relation to their tax and super affairs to you and us as soon as practical.

If you experience a break-in, report it to the police and contact us as soon as possible on **1800 467 033** between 8.00am and 6.00pm AEDT, Monday to Friday. Early contact enables us to help you apply measures to protect your business, staff and clients.

Depending on the risk associated with the incident if there is a loss of client data, we may need to withdraw your access to our systems while the breach is remediated.

You should also advise the Tax Practitioners Board as there may be implications for your registration under their Code of Conduct when a breach has occurred.

See also:

- [Data breach guidance for tax professionals](#)
- [Security advice for tax professionals](#)