

Email disclaimer

Introduction

Last updated 15 August 2026.

This disclaimer applies to all emails sent from TaxLab, including to prospective customers, existing customers, suppliers, and any other recipients. In this disclaimer, references to this email include any attachments. If you have an existing agreement with TaxLab, that agreement prevails over this disclaimer to the extent of any inconsistency. Our standard agreements are published in our [Legal Centre](https://taxlab.online/nz/legal-centre/) at <https://taxlab.online/nz/legal-centre/>.

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This email and any attachments are confidential and intended solely for the named recipient(s) unless TaxLab has expressly indicated otherwise. Confidential emails may be shared within the recipient's organisation on a need-to-know basis. They may also be shared with the recipient's professional advisers, if those advisers owe duties of confidentiality and are advising on the recipient's dealings with TaxLab. If TaxLab marks an email "restricted" or asks for it to be handled in a particular way, those instructions apply instead. Any other sharing or disclosure requires TaxLab's prior written consent.

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If you have received this email in error, please notify us immediately at legal@taxlab.online and delete it without copying, forwarding, or disclosing it to anyone else.

3. No representations or warranties

Nothing in this email constitutes a representation, warranty, or commitment by TaxLab. You should not rely on the contents of this email without seeking independent verification or professional advice.

3.1. No guarantee of email security

We cannot guarantee the security or integrity of emails in transit. As a precaution, we recommend scanning attachments for viruses before opening.

3.2. No professional advice

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3.3. No commitments about our Subscription Services

Any guidance provided in an email about how TaxLab's Subscription Services work — including in sales, onboarding, or support contexts — is general in nature and may not apply to your specific circumstances, configuration, or requirements. Any statements about TaxLab's Subscription Services, features, roadmap, or capabilities are indicative only.

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Only directors and authorised signatories of TaxLab Limited or TaxLab Australia Pty Limited have authority to bind TaxLab to any obligation. Nothing in this email confers or implies that authority on the part of the sender. If you are unsure whether a person has authority to bind TaxLab, please contact legal@taxlab.online before acting on any commitment.

3.6. Information security

TaxLab's information security practices are independently certified to ISO/IEC 27001:2022.

Information security is complex and TaxLab's posture continues to evolve, as does that of TaxLab's subprocessors and other vendors — which are outside TaxLab's direct control. Any information TaxLab provides about its posture, or that of its subprocessors or vendors, reflects its best understanding of the information requested, the questions asked, and the postures as at the date of this email. It may not be complete or accurate in all respects, and may not remain accurate afterwards.

Nothing in this email confirms that TaxLab's controls, or those of its subprocessors and vendors, meet the recipient's organisation's specific

regulatory, contractual, or policy requirements now or in the future. That assessment remains the recipient's to make.

TaxLab's current subprocessors are listed in its [Subprocessors](#) register.

Information about TaxLab's information security posture is shared in confidence and is subject to the Confidentiality section in this disclaimer.

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To the maximum extent permitted by law, TaxLab excludes all liability to any person for any loss or damage — direct, indirect, consequential, or otherwise — arising from or in connection with this email, regardless of whether the recipient is an existing customer, prospective customer, contractor, or any other third party, and regardless of how they came to receive it.

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If you would like to access, correct, or ask about any personal information TaxLab holds about you, please contact us at privacyofficer@taxlab.online.

7. Governing law

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8. Updates

TaxLab may update this disclaimer at any time by posting a revised version on this page. The version applicable to any email is the version of this disclaimer that was current on the date that email was sent, not the date on which it is read. Previous versions of this disclaimer are available at our [Legal Centre Archive](https://taxlab.online/nz/legal-centre/legal-centre-archive/) at <https://taxlab.online/nz/legal-centre/legal-centre-archive/>.