

# Privacy Policy

When you trust us with your personal information, you expect us to protect it and keep it safe.

We are bound by the *Privacy Act 1988* (Cth) ('Privacy Act') and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information, as well as ensuring the quality and security of your personal information.

## **What kinds of personal information do we collect and hold?**

As a financial planning organisation we are subject to certain legislative and regulatory requirements, which necessitate us obtaining and holding detailed information, which personally identifies you and/or contains information or an opinion about you ("personal information"). In addition, our ability to provide you with a comprehensive financial planning and advice service is dependent on us obtaining certain personal information about you, including:

- (a) Your name, contact details and date of birth;
- (b) Employment details and history;
- (c) Details of your financial needs and objectives;
- (d) Details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, insurance cover and superannuation;
- (e) Details of your investment preferences and aversion or tolerance to risk;
- (f) Information about your employment history, employment circumstances, family commitments and social security eligibility; and
- (g) Details of your personal, investment and business objectives in the near and longer terms.

The personal information collected may include sensitive information such as health information and memberships of professional or trade associations. Failure to provide the personal information referred to above may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice we give to you. As we are required pursuant to the Corporations Act to collect sufficient information to ensure appropriate advice can be given in respect of recommendations made to our clients, if you elect not to provide us with the personal information referred to above, we may elect to terminate our retainer with you if we believe we are unable to provide you with a complete service.

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## **How do we collect personal information?**

Generally, collection of your personal information will be effected in either face-to-face interviews, over the telephone or by way of an online client engagement form. From time to time additional and/or updated personal information may be collected through one or more of those methods.

We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide that information to us.

The ASET Wealth Management website contains links to other websites whose operator may or may not adhere to a privacy policy or be governed by the Australian Privacy Principles. We also collect some statistical information about visitors, via our websites (for example, the number of visitors, pages viewed, time online and documents downloaded). Some of this statistical information is collected by using cookies. We use this information only for the purposes of evaluating our website performance (including identifying potential performance problems) and continually improving our services. None of the statistical information we prepare from information collected using cookies identifies individual visitors to our websites. Other than for statistical information, we do not collect any information about you via our websites unless you provide the information to us.

## **For what purpose do we collect, hold, use and disclose personal information?**

We will only collect, maintain and use Personal Information about you if it is necessary for us to adequately provide to you the services you have requested including:

- (a) The preparation of your Statement of Advice;
- (b) The provision of financial services to you as requested by you or from time to time as we believe appropriate;
- (c) Making securities and investment recommendations;
- (d) Reviewing your Statement of Advice;
- (e) Reviewing securities and investment recommendations;
- (f) The potential dissemination of information to a new Financial Services Licence in the event a representative change to such a new licence in accordance to terms of his/ her employment.

We will not use or disclose Personal Information collected by us for any purpose other than:

- (a) The purposes for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure; or
- (b) Where you have consented to such disclosure; or
- (c) Where the Australian Privacy Principles authorise use or disclosure where required or authorised under law, in circumstances relating to public health and safety and in connection with certain operations by or on behalf of an enforcement body.

# Privacy Policy

We are required under the Rules of Professional Conduct of the Financial Planning Association of Australia to make certain information available for inspection by the Association on request to ensure ongoing compliance with mandatory professional standards. This may involve the disclosure of your personal information. We are also obliged pursuant to the Corporations Act to maintain certain transaction records and make those records available for inspection by the Australian Securities and Investments Commission.

We may use the personal information collected from you for the purpose of providing you with direct marketing material such as articles that may be of interest to you, however you may, by contacting us, request not to receive such information and we will give effect to that request. Please allow 2 weeks for your request to be actioned.

We may disclose your Personal Information to superannuation fund trustees, insurance providers, and product issuers for the purpose of giving effect to your Statement of Advice and the recommendations made by us.

In order to ensure that you receive a personal and tailored service, your Personal Information may be transferred to one of our agents or representatives who will be your primary point of contact with the organisation. It is a condition of our agreement with each of our representatives that they adopt and adhere to this privacy policy. You can be assured that your information will be maintained by any representative in accordance with this policy. If you have any concerns in this regard, you should contact us by any of the methods detailed below.

In the event that we propose to sell our business we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations. Any such disclosure will be made in confidence and it will be a condition of that disclosure that no personal information will be used or disclosed by them. In the event that a sale of our business is affected, we may transfer your personal information to the purchaser of the business. As a client you will be advised of any such transfer.

## **How do we hold personal information?**

Your personal information is generally held in your client file. Information may also be held in a computer database.

We will at all times seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure. At all times your personal information is treated as confidential and any sensitive information is treated as highly confidential. All paper files are stored in lockable cabinets, which are locked out of hours. All record movements off premises are recorded in a central register. Access to our premises is controlled. All computer-based information is protected through the use of access passwords on each computer and screen saver passwords. Data is backed up each evening and stored securely off site. In the event you cease to be a client of this organisation, any personal information which we hold about you will be maintained in a secure off site storage facility for a period of 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

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## **Access to and correction of personal information**

You may at any time, by contacting us, request access to your personal information and we will reasonably provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held. We will endeavour to ensure that, at all times, the personal information about you, which we hold is up to date and accurate. In the event that you become aware, or believe, that any Personal Information which we hold about you is inaccurate, incomplete or outdated, you may contact us by any of the methods detailed below and provide to us evidence of the inaccuracy or incompleteness or out datedness and we will, if we agree that the information requires correcting, take all reasonable steps to correct the information. We will endeavour to respond to any request for access within 14-30 days depending on the complexity of the information and/or the request. If your request is urgent, please indicate this clearly.

## **Resolving your privacy concerns and complaints – your rights**

If you are concerned about how your personal information is being handled or if you have a complaint about a breach by us of the Australian Privacy Principles, please contact us.

Compliance Manager: Alison Smith

Postal Address: GPO Box 2309, Canberra, ACT 2601

Telephone: 02 6173 2000

Email: [contactus@asetwealth.com.au](mailto:contactus@asetwealth.com.au)

We will acknowledge your complaint as soon as we can after receipt of your complaint. We will let you know if we need any further information from you to resolve your complaint.

We aim to resolve complaints as quickly as possible. We strive to resolve complaints within 10 business days, but some complaints take longer to resolve. If your complaint is taking longer, we will let you know what is happening and a date by which you can reasonably expect a response.

If you are unhappy with our response, here are other bodies you can go to:

### **Australian Financial Complaints Authority**

The Australian Financial Complaints Authority (AFCA) can consider most privacy complaint involving providers of financial services.

AFCA can be contacted on:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

[www.afca.org.au](http://www.afca.org.au)

### **Office of the Australian Information Commissioner**

Under the privacy Act you may complain to the Office of the Australian Information Commissioner about the way we handle your personal information.

The Commissioner can be contacted on:

GPO Box 5218

Phone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

[www.oaic.gov.au](http://www.oaic.gov.au)