



UPDATED 19.02.2020

PRIVACY POLICY

PensionLink is dedicated to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how PensionLink manages your personal information. PensionLink has adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What personal information do we collect and why do we collect it?

PensionLink will only collect Personal Information that is reasonably necessary to provide our listed services to you, when engaging our services. We may collect information such as your name, address, phone number, email address, tax file number, bank account details, personal and financial information including details of assets. This Personal Information is obtained in many ways including interviews, correspondence, by telephone, email and if authority is given by you, third parties. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive Information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive Information will be used only;

- For the primary purpose for which it was obtained &
- With your consent; or where required or authorised by law.

Third Parties

PensionLink will only collect Personal Information from you, unless a Third-Party Authority has been signed by yourself, allowing information about you to be accepted by PensionLink. In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in the following circumstances;

- Third parties where you consent to the use or disclosure &
- Where required or authorised by law.



Storage and security of information

PensionLink stores personal information in a combination of computer storage and paper-based files. We will take reasonable steps to protect your personal information from loss, misuse, unauthorized access, modification or disclosure.

Storage and security of information cont'd

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information PensionLink holds about you. If you wish to access your Personal Information, please contact us. PensionLink will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and any updated versions will be provided to you.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact;

- PensionLink
PO Box 1590
TOWNSVILLE QLD 4810

Email: lee@pensionlink.com.au

Lee - 0422 144 185

PensionLink will attempt to remedy your request or complaint within 2 business days.



PensionLink Confidence – The Solution