**Privacy Policy**  
Finlife Advice Pty Ltd ( Corporate Authorised Representative Number 1289197 ) is a CAR of Templestone Financial Services Pty Ltd (AFSL No. 523831). We are committed to protecting your privacy in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs).

**1. Information We Collect**

We may collect personal information such as:

* Name, address, email, and phone number
* Financial details (where relevant for services provided)
* Information you provide via forms, emails, or website interactions

**2. How We Collect Information**

We collect personal information directly from you when you:

* Complete forms on our website (e.g. newsletter sign-up, contact forms)
* Engage with us via email, phone, or in person
* Provide us with documents and instructions in connection with our services

**3. Why We Collect Information**

We collect, use, and store your personal information for the following purposes:

* To provide SMSF administration, insurance claim support, and financial administration services
* To communicate with you about our services
* To send newsletters, updates, and marketing (only where you consent)
* To comply with our legal and regulatory obligations

**4. Disclosure of Information**

We may disclose personal information to:

* Our licensee, Templestone Financial Services Pty Ltd
* External service providers such as IT, cloud storage, and marketing platforms
* Insurers, product providers, and regulatory authorities where required

We will never sell or rent your personal information to third parties.

**5. Overseas Disclosure**

Some service providers may store or process data overseas (e.g. cloud-based systems). We take reasonable steps to ensure they comply with the APPs.

**6. Security of Information**

We take all reasonable steps to protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure.

**7. Access and Correction**

You may request access to or correction of your personal information by contacting us at **finlifepa@finlifewc.com.au**.

**8. Complaints**

If you believe your privacy has been breached, please contact us at **finlifepa@finlifewc.com.au**. We will acknowledge your complaint promptly and aim to resolve it within 30 days. If unresolved, you may refer the matter to the Office of the Australian Information Commissioner (OAIC).

**9. Contact Us**

Finlife Advice Pty Ltd  
Suite 305, 237 Scottsdale Drive, Robina QLD 4226  
Email: **finlifepa@finlifewc.com.au**  
Phone: **1300 555 245**