

Australasia Financial Services Pty Ltd

Privacy Policy

Privacy Policy

Background

As an Australian Financial Services Licensee and a holder of personal information about our clients, it is our objective to ensure that Australasia Financial Services Pty Ltd (Australasia Financial Services) and its representatives comply with all relevant aspects of the Australian Privacy Principles (APPs), as set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The APPs require Australasia Financial Services to take reasonable steps to protect the personal information it holds from misuse, interference and loss, as well as unauthorised access, modification or disclosure under APP11 – Security of Personal Information.

Licensees who trade in personal information have additional obligations under the remaining APPs. All Licensees holding personal information are expected to implement a Privacy Policy in compliance with the APPs.

Adherence to the Australasia Financial Services Privacy Policy is expected and will be monitored to ensure that personal information is secured adequately and breaches, both suspected and actual, are treated appropriately as per the guidelines set by the Office of the Australian Information Commissioner (OAIC).

Purpose

Australasia Financial Services believes that this Privacy Policy discloses how the personal information you provide to us (and our representatives) is collected, used, held, disclosed and disseminated.

As a Licensee, Australasia Financial Services ensures that there are adequate resources in place to develop, implement and maintain the privacy program and response plan. All representatives of Australasia Financial Services are aware of the privacy program and are encouraged to identify privacy issues and notify directly to Australasia Financial Services.

Australasia Financial Services is required to meet legislative and regulatory requirements. The information that we seek to collect about you will depend on the products or services that we provide. If you provide inaccurate or incomplete information, we may not be able to provide you with the services you requested.

We encourage you to check our website regularly for any updates to our Privacy Policy.

Why do we need a Privacy Policy?

The Office of the Australian Information Commissioner (OAIC)'s focus of the Privacy Act and obligations is to increase protection levels and keep individual's personal information more secure. It's the responsibility of APP entities to secure and protect the personal information they hold and prevent breaches from occurring.

The Notifiable Data Breach Scheme provides a framework that requires businesses to respond swiftly and with transparency to mitigate the damage potentially caused by a breach.

This ultimately gives consumers more confidence that their personal information is being appropriately safeguarded and that they will be made aware if their information is compromised.

Australasia Financial Services Commitment to Privacy for our Clients

Australasia Financial Services is committed to providing the highest levels of client service.

Australasia Financial Services takes its obligations to protect your information seriously. This includes not only our operations throughout Australia, but also if/when we make use of offshore service providers in the delivery of services. Be aware that some uses and disclosures of your information may occur outside your State or Territory and/or outside of Australia. In some circumstances we may need to obtain your consent before disclosure of your information outside Australia occurs. However, where our information about you is to be held on international technology platforms that we use to facilitate services, we will review the controls the provider has in place before engaging their services. In these situations, we will not seek your approval.

Australasia Financial Services recognises that privacy is very important to everybody. As such, the organisation is committed to providing a privacy program that ensure the correct management of personal information, identification of breaches or suspected breaches of the Policy and utilising the breach Response Plan to ensure we can respond quickly to suspected data breaches, and take appropriate steps as required under the NDB Scheme.

What are the Australian Privacy Principles (APP)?

1. Open and transparent management of personal information
2. Anonymity and pseudonymity
3. Collection of solicited personal information
4. Dealing with unsolicited personal information
5. Notification of the collection of personal information
6. Use or disclosure of personal information
7. Direct Marketing
8. Cross-border disclosure of personal information
9. Adoption, use or disclosure of government related identifiers
10. Quality of personal information
11. Security of personal information
12. Access to personal information
13. Correction of personal information

Australasia Financial Services as an organisation has ensured that its privacy program embraces the principles established by the APPs under the Privacy Act.

Your Personal Information

What Australasia Financial Services may collect:

When you apply for our products or services, we may ask for identification information. This could include your name, address, contact details and date of birth. We may also collect your tax file number if we are authorised to collect it, and if you choose to supply it.

Some of the information we collect is to ensure that we can meet other legislative requirements such as the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

How Australasia Financial Services collects Personal Information:

We collect personal information directly from you and, if authorised by you, from third parties also. You have a right to refuse authorisation for us to collect information from a third party.

How Australasia Financial Services uses your Personal Information:

Primarily, your personal information is used to provide you with products or services. We may also use the information that is related to the primary purpose, and it is reasonable for you to expect that information to be disclosed to assist us in providing you with the service.

Occasionally, we may provide you with direct marketing material. This will include articles and newsletters that may be of interest to you. We may only use sensitive information about you for direct marketing once we have received your consent.

Australasia Financial Services maintains records of the source of the personal information used for direct marketing and you have the right to request these details. We will endeavour to meet your request within two (2) weeks.

In compliance with the Anti-Hawking legislation, we maintain a register for those individuals not wanting to receive direct marketing materials.

When Australasia Financial Services can disclose your information:

In line with the business practices of many financial institutions, and to meet your specific needs, we may disclose your personal information to the following organisations:

- superannuation fund trustees, insurance providers, fund managers and other product providers in order to manage or administer your product or service,
- compliance consultants,
- temporary staff to handle workloads during peak periods,
- mailing houses,
- your professional advisers, including your solicitor or accountant as authorised by you,
- information technology service providers,
- Government and regulatory authorities, as required or authorised by law,
- another authorised representative of Australasia Financial Services if necessary,

- a potential purchaser/organisation involved in the proposed sale of Australasia Financial Services business for the purpose of due diligence, corporate re-organisation and transfer of all or part of the assets of the business. 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,
- a new owner of the business that will require the transfer of your personal information.

Australasia Financial Services employees and the outsourcing companies/ contractors are obliged to respect the confidentiality of any personal information held by Australasia Financial Services.

The Corporations Act has provided the Australian Securities and Investments Commission (ASIC) with the authority to inspect certain personal information that is kept on Australasia Financial Services files about you.

Australasia Financial Services takes its obligations to protect your information seriously, this includes if/when Australasia Financial Services operates throughout Australia and overseas, as part of its operations. Some uses and disclosures of your information may occur outside your State or Territory and/or outside of Australia. In some circumstances we may need to obtain your consent before disclosure of your information outside Australia occurs.

How Australasia Financial Services stores and secures your Personal Information:

Australasia Financial Services keeps your personal information in your client files or electronically. These files are accessible to authorised personnel only and are appropriately secured and subject to confidentiality requirements.

Personal information will be treated as confidential information and sensitive information will be treated highly confidential.

It is a legislative requirement that Australasia Financial Services keeps all personal information and records for a period of seven (7) years. Should you cease to be our client, we will maintain your personal information on or off site in a secure manner for seven (7) years. After this period, the information will be appropriately destroyed.

Ensuring your Personal Information is correct:

Australasia Financial Services takes all reasonable precautions to ensure that the personal information collected, used and disclosed is accurate, complete and up to date. To ensure that we can maintain this level of accuracy and completeness it is recommended that, as soon as possible, you:

- Inform us of any errors in your personal information, and
- Update us with any changes to your personal information.

Receiving Unsolicited Information:

Australasia Financial Services does not usually collect unsolicited personal information. Where we received unsolicited personal information, it will be determined whether it would have been permissible to collect this information if it had been solicited. If Australasia Financial Services determines that collection would not have been permissible, to the extent permitted by law, the personal information will be appropriately destroyed or de-identified as soon as practicable.

Accessing your own Personal Information:

You have a right to access your personal information, subject to certain exceptions allowed by law. We ask that you provide a request in writing (for security purposes) and we will provide you with access to that personal information. Access to the requested personal information may include:

- Providing you with copies,
- Providing you with the opportunity for inspection, or
- Providing you with a summary.

If charges are applicable in providing access to you, these charges will be disclosed to you prior to providing the information.

Some exceptions exist where Australasia Financial Services will not provide you with access to your personal information, these include if:

- Providing access would pose a serious threat to the life or health of a person,
- Providing access would have an unreasonable impact on the privacy of others,
- The request for access is frivolous or vexatious,
- The information is related to existing or anticipated legal proceedings between Australasia Financial Services and a client and would not be discoverable in those proceedings,
- Providing access would reveal Australasia Financial Services intentions in relations to negotiations with you in such a way as to prejudice those negotiations,
- Providing access would be unlawful,
- Denying access is required or authorised by or under law, and
- Providing access would be likely to prejudice certain operations by, or on behalf of, an enforcement body or an

enforcement body requests that access not be provided on the grounds of national security.

Should we refuse you access to your personal information, a written explanation for that refusal will be provided.

Using Government Identifiers

In certain circumstances Australasia Financial Services is required to collect Government identifiers such as your tax file number (TFN), Medicare number or pension card number. Australasia Financial Services does not use or disclose this information other than when required or authorised by law or unless you have voluntarily consented to disclose this information to any third party.

Dealing with Australasia Financial Services Anonymously

You can deal with us anonymously or by using a pseudonym where it is lawful and practicable to do so, for example when telephoning to request publicly accessible information such as our postal address or operating hours.

It would not be lawful to access our products or services anonymously or by using a pseudonym.

Your Sensitive Information

Without your consent Australasia Financial Services will not collect information about you that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, memberships of professional or trade associations, membership of a trade union, details of health, disability, sexual orientation or criminal record.

This is subject to some exception, including if collection is required by law or when the information is necessary for the establishment, exercise or defence of a legal claim.

Australasia Financial Services Website

Australasia Financial Services website may provide links to third party websites. If you disclose personal information to these third-party sites, the use of your information by these third-parties is not within Australasia Financial Services control and Australasia Financial Services cannot accept responsibility for the conduct of these organisations. Other websites are not subject to Australasia Financial Services privacy standards. You will need to contact or review those websites directly to ascertain their privacy policies.

You may register on Australasia Financial Services website to receive newsletters and other information, and by doing so, your name and email address will be collected and stored on Australasia Financial Services database. We will take care to ensure that the personal information you provide on our website is protected by having electronic security systems in place, including the use of firewalls and data encryption.

If you do not wish to receive any further information from Australasia Financial Services, or you wish to update your registration details, please email your request directly to us. We will endeavour to meet your request within five (5) business days.

Our website utilises cookies to provide you with a better user experience. Cookies also allow Australasia Financial Services to identify your browser while you are using the site – the cookies do not identify you personally. If you do not wish to receive cookies, you can instruct your web browser to refuse these cookies.

Spam Policy

Spam is a generic term used to describe electronic 'junk mail' – unwanted messages sent to a person's email account or mobile phone. In Australia, spam is defined as "unsolicited commercial electronic messages".

Electronic messaging covers emails, instant messaging (IM), SMS and other mobile phone messaging, but it does not cover normal voice-to-voice communications by telephone.

Australasia Financial Services complies with the provisions of the Spam Act 2003 when sending commercial electronic messages. In addition, Australasia Financial Services is also bound by their own internal Anti-Hawking Policy.

The Spam Act 2003 specifies that the person's consent has been withdrawn within five (5) working days from the date that an 'unsubscribe' request was sent (in the case of electronic unsubscribe messages) or delivered (in the case of unsubscribe messages sent by post or other means).

Australasia Financial Services follows the following steps when using electronic messaging:

1. Consent – only commercial electronic messages are sent with the addressee's consent, either inferred or expressed consent.
2. Identify – electronic messages will include clear and accurate information about the person and the Australasia Financial Services contact that is responsible for sending the commercial electronic message.
3. Unsubscribe – Australasia Financial Services ensures that a functional unsubscribe facility is included in all its commercial electronic messages and deals with unsubscribe requests promptly.

Commercial Communications with a Forwarding Facility (Viral Messages)

Australasia Financial Services ensures that Commercial Communications that include a Forwarding Facility comply with the law by containing a clear recommendation. This recommendation is that the Recipient should only forward the Commercial Communication to persons with whom they have a relationship, and where that relationship means that the person could be said to have consented to receiving Commercial Communications.

Complying with the Age Sensitive Content of Commercial Communication

Where content of a Commercial Communication seeks to promote or inspire interaction with a product, service or event that is age sensitive, Australasia Financial Services takes reasonable steps to ensure that such content is sent to Recipients who are legally entitled to use or participate in the product, service or event.

Statement of Notifiable Matters

The law requires us to advise you of 'notifiable matters' in relation to how we may use your credit-related information. You may request to have these notifiable matters (and this policy) provided to you in an alternative form.

We may exchange your credit information with credit reporting bodies. We use the credit-related information that we exchange with the credit reporting body to confirm your identity, assess your creditworthiness, assess your application for finance or your capacity to be a guarantor and manage your finance.

The credit reporting body may provide the information that we report about you to other credit providers to assist them to assess your credit worthiness. We may also obtain information that other credit providers have provided to the credit reporting body to use in our assessments of your creditworthiness.

The information we can exchange includes your identification details, what type of loans you have, how much you have borrowed, whether or not you have met your loan payment obligations and if you have committed a serious credit infringement (such as fraud).

If you fail to meet your payment obligations in relation to any loan that we have provided to you, or any loan that we have arranged for you, or if you commit a serious credit infringement, we may disclose this to the credit reporting body.

You may access the credit information that we hold about you. Please refer to the section titled 'Accessing your own Personal Information' above. You may also request that we correct any credit information that we hold about you if you believe the information is out-of-date, incomplete, or incorrect. Please refer to the section titled 'Ensuring your Personal Information is correct' above.

The information that we provide to a credit reporting body may sometimes be used for 'pre-screening' of direct marketing offers to be made by another credit provider. You may contact the credit reporting body to request that your credit information is not used in this way.

You may also contact the credit reporting body to request that they not use or disclose the credit-reporting information they hold about you if you consider that you may have been a victim of fraud or if you believe on reasonable grounds that the information, they hold about you is out-of-date, incomplete or incorrect.

For further information, contact the following credit reporting bodies at:

- equifax.com.au
- saiglobal.com/
- experian.com.au

Related Laws and Regulations

There may be times when other legislation or obligations override the obligation in the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012. These include, but are not limited to:

- The Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act), where Australasia Financial Services is required to report to suspicious matters and large money transactions AUSTRAC.
- Regulatory Guide 78 *Breach reporting by AFS licensees*, where Licensees are required to report any breach or potential breach to ASIC
- Mandatory reporting requirements during a Disaster Recovery event or in the event of a Cyber breach as detailed in the Corporations Act 2001
- Requirement with regards to ATO requests

Privacy Complaints Process

Clients may contact Australasia Financial Services Privacy Officer if you wish to complain about any breach or potential breach of your privacy rights. Your complaint will be responded to within seven (7) days. Australasia Financial Services Privacy Officer will investigate the issue and determine steps to undertake to resolve your complaint.

Australasia Financial Services Privacy Officer will contact you if any additional information is required from you and will notify you in writing of the determination.

If you are not satisfied with the outcome of your complaint, you are entitled to contact the Office of the Australian Information Commissioner.

Australasia Financial Services Privacy Officer: Jacqui Stewart
 Address: Suite 9, 10 Johnston Street, Peppermint Grove WA 6011
 Telephone Number: 1300 165 965
 Email: jstewart@grcessentials.com.au

Consultation processes

This policy shall be updated, reviewed or further developed in consultation with the stakeholders of the organisation.

Approvals

This policy is approved for use by the Compliance Committee and takes effect January 2022.