

## PRIVACY POLICY

### Our Commitment

Bennett & Co Financial Services Pty Ltd (AFSL Number 298282) is committed to providing you with the highest levels of client service including the provision of this Privacy Policy. We recognise that your privacy is very important to you. The *Privacy Act 1988* (Cth) sets out a number of Australian Privacy Principles (**APPs**). Our aim is to both support and ensure that we comply with these principles.

This Privacy Policy describes our current policies and practices in relation to the collection, handling, use and disclosure of personal information. It also deals with how you can complain about a breach of the privacy laws and how you can access the personal information we hold and how to have that information corrected.

A copy of this Privacy Policy is available via our website at [www.bennettfinancial.com.au](http://www.bennettfinancial.com.au) or you can contact us to request a copy. We encourage you to check our website regularly for any updates to our Privacy Policy. Further information on privacy in Australia may be obtained by visiting the website of the Office of the Australian Information Commissioner (**OAIC**) at [www.oaic.gov.au](http://www.oaic.gov.au).

### Your personal information

As a financial service provider, Bennett & Co Financial Services Pty Ltd and its representatives are subject to certain legislative and regulatory requirements under the *Corporations Act 2001* (Cth) (**Corporations Act**) and the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) (**AML/CTF Act**). These require us to obtain personal information about you including:

- your name, contact details, date of birth, tax file number
- information regarding your dependents and family commitments
- your occupation, and employment history
- your financial needs, objectives and circumstances including your assets, liabilities, income, expenses and social security entitlements

### How we collect your personal information

Bennett & Co Financial Services Pty Ltd and its representatives will only collect personal information directly from you or from third parties once authorisation has been provided by you. Before we collect information from a third party, we will ask for your consent to do this and you have the right to refuse us this authorisation.

## How we use your personal information

Primarily, your personal information is used in order to provide financial advice and services to you. This may involve offering, arranging, managing or administering a financial product or service provided to you. We may also use the information that is related to the primary purpose and it is reasonable for you to expect the information to be disclosed.

From time to time, we may provide you with direct marketing material such as updates, offers and newsletters that are relevant to the services we provide. We may send you these communications by email if you have provided your email address. If, at any time, you do not wish to receive this information any further, you may unsubscribe or contact us with this request. We will endeavour to meet your request within 2 weeks and will maintain a Register for those individuals not wanting direct marketing material.

## When we disclose your personal information

We do not sell, trade, or rent your personal information to others. We have a duty to maintain the confidentiality of our clients' affairs, including personal information. Our duty of confidentiality applies except where disclosure of personal information is with our client's consent or when disclosure of personal information is to government or regulatory bodies as required by law.

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

- superannuation fund trustees, fund managers and other financial product providers in order to manage or administer your product or service;
- compliance consultants and auditors;
- information technology service providers to protect, maintain, review and develop our business systems, procedures and infrastructure including testing or upgrading our computer systems, electronic data backup and disaster recovery planning;
- financial services technology service providers to provide the most efficient, effective and accessible services to you via secure web-based software platforms;
- paraplanning contractors or temporary staff to handle workloads during peak periods;
- mailing houses;
- your professional advisers, including your solicitor or accountant as authorised by you;
- another authorised representative of Bennett & Co Financial Services Pty Ltd if necessary;
- a potential purchaser/organisation involved in the proposed sale of our business for the purpose of due diligence, corporate re-organisation and transfer or all or part of the assets of our 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; and

- a new owner of our business that will require the transfer of your personal information; government and regulatory authorities, as required or authorised by law.

Our employees, representatives and external service providers are obliged to respect the confidentiality of any personal information held by Bennett & Co Financial Services Pty Ltd. Due diligence procedures are carried out before we enter into any new arrangement that may require disclosure of your personal information, and for external service providers this includes ensuring appropriate privacy measures including physical / virtual security measures are in place to protect the confidentiality of any personal information.

The Corporations Act has provided the Australian Securities and Investments Commission (ASIC) with the authority to inspect certain personal information that is kept on our files about you and we collect information about you for the purpose of satisfying our compliance and reporting obligations to AUSTRAC under the AML/CTF Act.

Should any of the product or service providers we disclose your information be located outside Australia e.g. if utilise intermediaries, agents or services providers part of a group of companies domiciled overseas, we inform you of where they are located if it is possible to do so. Where the company is not regulated by privacy laws that will protect your information (similar to those in Australia) we will seek your consent before disclosing your information to that product provider.

Certain technology service providers that we utilise e.g. email hosting, cloud-based data storage and back up, may store information across multiple servers in multiple countries.

Disclosure of any sensitive information collected only occurs for the purposes for which you gave it to us e.g. applying for a financial product, or directly related purposes you would reasonably expect or if you agree to the disclosure e.g. to assist with a complaint.

## How we store and secure your personal information

We will take all reasonable steps to protect the privacy and security of your information from unauthorised access, interference, modification and disclosure.

We keep your personal information in paper form in your client file or electronically. These files are accessible to authorised personnel only and subject to confidentiality requirements. Personal information is treated as confidential information and sensitive information is treated as highly confidential.

We maintain appropriate physical security over our paper records, electronic data and premises. Any paper records that are retained are accessible to authorised personnel only and are appropriately secured out of hours. We also maintain computer and network security e.g. firewalls, permission levels and passwords to control access to computer systems where your information is stored.

Our electronic data is subject to back up procedures and stored securely off site. We may use external data storage providers however if we do, we take all reasonable precautions to ensure the information is protected in accordance with the APPs.

It is a legislative requirement that we keep all personal information and records for a period of 7 years. Should you cease to be a client of ours, we will maintain your personal information on or off site in a secure manner for 7 years. After this, the information may be permanently destroyed or de-identified.

## Ensure your personal information is correct

Bennett & Co Financial Services Pty Ltd takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. We review your information regularly and strive to record information in a consistent format, promptly add updated or new personal information to existing records and where necessary, confirm the accuracy of information collected from a third party.

To ensure we can maintain this level of accuracy, currency, reliability and completeness, we recommend that you:

- inform us of any errors in your personal information; and
- update us with any changes to your personal information as soon as possible.

If you provide inaccurate or incomplete information we may not be able to provide you with the products or services you are seeking.

## Access to your personal information

You have a right to access your personal information, subject to certain exceptions allowed by law. We ask that you provide your request for access in writing for security reasons and upon receipt of your request and subsequent verification of your identity, we will disclose to you the personal information we hold about you within 30 days. 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.

We will also correct, amend or delete any personal information that we agree is inaccurate, irrelevant, out of date or incomplete.

We do not charge for receiving a request for access to personal information or for complying with a correction request. However, if the information requested is not a straightforward issue and will involve a considerable amount of our time, then a charge will need to be confirmed for responding to the request for the information.

Some exceptions exist where we will not provide you with access to your personal information 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 us and would
- not be discoverable in those proceedings;
- providing access would reveal our intentions in relation 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;
- 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, we will provide you with a written explanation for that refusal.

## Using Government identifiers

Although in certain circumstances we are required to collect government identifiers such as your tax file number, Medicare number or pension card number, we do 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 us anonymously

In most instances we will require personal information before we can provide services to you. Where it is lawful and practicable to do so you can deal with us anonymously; for example, if you telephone requesting our postal address.

## Your sensitive information

Without your consent we will not collect information about you that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, membership of professional or trade association / trade union, details of health, disability, sexual orientation, or criminal record.<sup>[SEP]</sup> This is subject to some exceptions including when:

- collection is required by law; and
- the information is necessary for the establishment, exercise or defense of a legal claim.

## Our website

Bennett & Co Financial Services Pty Ltd's website may provide links to third party websites. The use of your information by these third party sites is not within our control and we cannot accept responsibility for the conduct of these organisations. Other websites are not subject to our privacy standards. You will need to contact or review those websites directly to ascertain their privacy policies.

Our website may use 'cookies'. Cookies are small pieces of information, which allow us to identify your browser and other anonymous information while you are using our site – they do not identify you. If you do not wish to receive cookies, you can instruct your web browser to refuse them. Once you leave the site, any cookies are destroyed and no personal or other information about you is stored.

You may register with us to receive newsletters and other information. By doing so, your name and email address will be collected and stored on our database. We take care to ensure that the personal information you give us on our website is protected e.g. our website has electronic security systems in place, including the use of firewalls and data encryption. If you do not wish to receive any further information from us, or you wish to update your registration details, please email your request to us. We will endeavour to meet your request within 10 working days.

## 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'. The Australian Communications and Media Authority (**ACMA**) is responsible for enforcing the provisions of the *Spam Act 2003* (Cth) (**Spam Act**). Additional information is available from [www.acma.gov.au](http://www.acma.gov.au).

'Electronic messaging' covers emails, instant messaging, SMS and other mobile phone messaging, but not cover normal voice-to-voice communication by telephone. Bennett & Co Financial Services Pty Ltd complies with the provisions of the Spam Act when sending commercial electronic messages.

Equally importantly, Bennett & Co Financial Services Pty Ltd makes sure that our practices, and those of our representatives, are in accordance with the APP's in all activities where they deal with personal information.

## Internal procedure for dealing with commercial electronic messages

The three key steps Bennett & Co Financial Services Pty Ltd follows are:

- Consent – only commercial electronic messages are sent with the addressee's consent. This may be express consent – a direct indication that it is okay to send the message, or messages of that nature or inferred consent based on our business or other relationship with you and your conduct.
- Identify – electronic messages will include clear and accurate information about the representative and Bennett & Co Financial Services Pty Ltd that is responsible for sending the commercial electronic message, including contact information.

- Unsubscribe – we ensure that a functional unsubscribe facility is included in all our commercial electronic messages that is clear and easy to use, and we deal with unsubscribe requests promptly. The Spam Act specifies that the person’s consent has been withdrawn within 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).

Bennett & Co Financial Services Pty Ltd ensures that commercial communications that include a ‘forwarding facility’ contain a clear recommendation that the recipient should only forward the communication to persons with whom they have a relationship, where that relationship means that person could be said to have consented to receiving the commercial communication.

## Complaints resolutions and questions

Please contact our Privacy Officer on the details listed below if you wish to complain about any breach or potential breach of your privacy rights. We will acknowledge your complaint as soon as possible and endeavor to resolve all complaints within 14 days.

If you are not satisfied with the outcome of your complaint, you are entitled to contact the Australian Financial Complaints Authority (AFCA) which is a free external dispute resolution service. They can be contacted on 1800 931 678 or [info@afca.org.au](mailto:info@afca.org.au) or alternatively you can seek further information from the OAIC at [www.oaic.gov.au](http://www.oaic.gov.au).

## Contact details

We welcome your questions about privacy. If you have any concerns or complaints, please contact Bennett & Co Financial Services Pty Ltd at PO Box 737, Toowong QLD 4066, phone (07) 3876 9919 or via our website at <http://www.bennettfinancial.com.au> or email [compliance@bennettfinancial.com.au](mailto:compliance@bennettfinancial.com.au).

By asking us to assist with your financial advisory needs, you consent to the collection and use of the information you have provided to us for the purposes described in this Privacy Policy.

This Privacy Policy V2 is dated November 2019.