

PACIFIC WEALTH PRIVACY POLICY

At Pacific Wealth, we are committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth). This Policy describes our policies and practices for collecting, handling, storing, using and disclosing personal information. It also deals with how you can complain about a breach of the privacy laws, access the personal information we hold about you and have that information corrected (where necessary).

What personal information do we collect and hold?

When we advise you about your financial affairs, we ask you for the information we need to understand your financial situation, needs and objectives. We collect your information directly from you in person, via software, forms, video meeting or over the telephone.

Pacific Wealth is subject to certain legislative and regulatory requirements under s961B of the Corporations Act 2001 and the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. These require us to obtain a broad range of information about you including:

- your name, contact details, date of birth, tax file number;
- information regarding your dependants and family commitments;
- your occupation and employment history;
- your financial needs and objectives;
- your health and wellbeing;
- your assets, liabilities, income, expenses, insurances and social security entitlements.

We may also collect your information from third parties such as your bank, accountant, solicitor, mortgage provider and family doctor once authorisation has been provided by you.

We only collect sensitive information such as sexual preferences, criminal record or health information (including biometric and genetic information) with your agreement and if it is necessary for us to do so such as when preparing a personal insurance application.

We use your information to formulate advice, make recommendations about your financial affairs, report to you on your investments, manage your ongoing requirements and our relationship with you, invoice you for our services and keep you informed about our products and services. This includes contacting you by mail or electronically (unless you tell us you do not wish to receive electronic communications).

What if you don't provide information to us?

If you do not provide us with some or all the information that we ask for, we may not be able to provide you with advice and we may choose not to enter into a service agreement with you.

You can contact us without using your name or by using a pseudonym. However we may need your name or contact details to respond to you.

How do we store and protect your personal information?

We strive to maintain the relevance, accuracy and completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal reporting or document retention requirements.

We hold the information we collect from you electronically in our client management system and in hard copy files. These files are accessible to authorised personnel only and are appropriately secured and subject to confidentiality requirements. Personal information is treated as confidential information and sensitive information is treated as highly confidential. 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 will be securely destroyed.

Will we disclose your personal information to anyone?

We do not sell, trade, or rent your personal information to others.

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;
- paraplanning contractors or temporary staff to handle workloads during peak periods;
- insurance reference bureaus and loss adjusters;
- your professional advisers, including your solicitor or accountant as authorised by you;
- information technology service providers;
- a potential purchaser/organisation involved in the proposed sale of our business for the purpose of due diligence, corporate re-organisation and transfer of 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;
- 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.

We will not disclose your information to overseas recipients

How can you check, update or change the information we are holding?

You may ask us for access to your personal information and to correct it at any time.

Upon receipt of enough information to allow us to identify the information, we will tell you what personal information we hold about you. We will also correct, amend or delete your personal information if we agree it is inaccurate, irrelevant, out of date or incomplete.

We do not charge for receiving a request for access to personal information or complying with a correction request.

To access or correct your personal information, please write to:

Privacy Officer - Pacific Wealth
PO Box 1203, Manly NSW 1655

In some limited situations, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

We welcome your questions and comments about how we manage your privacy. If you have any concerns about whether we have complied with the Privacy Act, the Australian Privacy Principles or this Privacy Policy, please write to our Privacy Officer at: PO Box 1203, Manly NSW 1655

We will consider your complaint through our internal complaints resolution process and we will try to respond with a decision within 30 days of you making the complaint.



Your consent

By asking us to assist with your financial planning needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

Updating this policy

This Privacy Policy was prepared on 1st July 2021. We may update it at any time. The new version will be published on our website.

