

PRIVACY POLICY

1. INTRODUCTION

McPherson & Associates Pty Ltd ABN 15 087 681 561 (referred to as 'McPherson & Associates', 'we', 'our', 'us') is bound by the Privacy Act 1988 ('Privacy Act'), including the Australian Privacy Principles ('APPs'). McPherson & Associates recognises the importance of ensuring the confidentiality and security of your personal information and is committed to protecting your privacy in accordance with the Privacy Act.

Copies of this Policy are available free of charge by contacting our Privacy Officer or can be downloaded from our website at www.mcphersonassoc.com.au.

This 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, how you can access the personal information we hold about you, and how to have that information corrected.

By asking us to assist with your financial planning needs, you consent to the collection and use of the information you provide to us, for the purposes described below. In this Policy:

- 'Disclosing' information means providing information to persons outside of us;
- 'Personal information' means information or an opinion relating to an individual, which can be used to identify that individual;
- 'Privacy Officer' means the contact person for questions or complaints regarding our handling of personal information;
- 'Sensitive information' is personal information that includes information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences and criminal record, and also includes health information; and
- 'Use' of information means our use of information.

2. WHAT KINDS OF PERSONAL INFORMATION DO WE COLLECT AND HOLD?

When we provide financial planning and related services, we ask you for the personal information we need in order to understand your financial situation and needs and objectives, and to provide advice to you.

We may collect and hold a range of information about you to provide you with our services, including but not limited to your:

- full name, date of birth and contact details;
- employment details including employment history;
- assets, liabilities, income and expenditure;
- financial situation including your financial needs and objectives; and
- any other information relevant to the services we provide.

3. HOW DO WE COLLECT PERSONAL INFORMATION?

We generally collect personal information directly from you in the course of providing you with our services. For example, personal information will be collected through our application processes and forms and other interactions with you, including when you meet with a representative, visit our website, call us or send us correspondence. From time to time, additional or updated personal information may be collected through one or more of these methods.

We may also collect personal information about you from a third party, such as another professional adviser. If so, we will take reasonable steps to ensure that you are made aware of this Policy. You have the right to refuse us authorisation to collect information from a third party.

We will not collect sensitive information about you without your consent unless an exemption in the APPs applies. These exceptions include if the collection is required or authorised by law or necessary to take appropriate action in relation to suspected unlawful activity or serious misconduct.

If you do not provide us with the personal information we request, or if you provide inaccurate or incomplete information, we may not be able to provide you with our services, provide appropriate advice or recommendations, or meet your needs appropriately.

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

Other than in limited circumstances, we do not give you the option of dealing with us anonymously, or using a pseudonym. This is because it is illegal or impractical for us to deal with individuals who are not identified. You can deal with us anonymously or by using a pseudonym where it is lawful and practicable to do so. An example of this is where you phone to request our postal address.

4. WEBSITE COLLECTION

Our website does not use “cookies”. When you browse our website, anonymous details such as the date and time of your visit; the pages and links accessed and your server address and browser used, may be logged. You are not identified personally and if this information is collected, it will only be used to improve the content and functionality of our website, and to improve our services. Any third party website to which a link has been provided on our website, may however use cookies, and the operators of such websites may or may not be governed by the Privacy Act.

If you choose to provide personal information including your name and contact details as part of an enquiry function when you visit our website, we will only use this information for the purpose provided, and provide it to the appropriate representative to respond to your enquiry.

5. UNSOLICITED PERSONAL INFORMATION

We may receive unsolicited personal information about you. We destroy or de-identify all unsolicited personal information we receive, unless it is relevant to our purposes for collecting personal information. We may retain additional information we receive about you if it is combined with other information we are required or entitled to collect. If we do this, we will retain the information in the same way we hold your other personal information.

6. WHO DO WE COLLECT PERSONAL INFORMATION ABOUT?

The personal information we may collect and hold includes (but is not limited to) personal information about the following individuals:

- clients and prospective clients;
- employees and prospective employees;
- visitors to our website;
- contractors, service providers or suppliers; and
- other third parties with whom we or our clients come into contact.

7. WHY DO WE COLLECT PERSONAL INFORMATION?

We collect and hold personal information about you so that we may:

- provide you with our financial planning services;
- review and meet your ongoing needs;
- provide you with information we believe may be relevant or of interest to you;
- let you know about other services we offer, and invite you to events;
- consider any concerns or complaints you may have;
- conduct our business, and comply with relevant laws, regulations and other legal obligations; and
- improve the services offered to our clients and enhance our overall business.

As a financial services organisation, we are subject to certain legislative and regulatory requirements which necessitate us to obtain personal information about you, including section 961B of the Corporations Act 2001.

We collect information about you for the purpose of reporting to AUSTRAC under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

We may use and disclose your personal information for any of these purposes. We may also use and disclose your personal information for secondary purposes which are related to the primary purposes set out above, or in other circumstances authorised by the Privacy Act.

Sensitive information will be used and disclosed only for the purpose for which it was provided (or a directly related secondary purpose), unless you agree otherwise or an exemption in the Privacy Act applies.

8. WHO DO WE DISCLOSE PERSONAL INFORMATION TO?

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

- financial product issuers and insurers as part of the process of arranging for investment and insurance products;
- other parties you have engaged (or we have engaged on your behalf) or are associated with such as lawyers, brokers, consultants and business advisers.
- a related entity of McPherson & Associates;
- agents, professional advisers or service providers we engage to carry out our functions and activities such as our Authorised Representatives, accountants and lawyers.
- regulatory bodies, government agencies, law enforcement bodies and courts;
- financial institutions involved in managing our payments, such as banks; and
- anyone you have authorised us to disclose it to, or as required by law.

If we disclose your personal information to service providers that perform business activities for us, they may only use your personal information for the specific purpose for which we supply it. We will ensure that all contractual arrangements with third parties adequately address privacy issues and will make third parties aware of this Policy.

In the event that we propose to sell our business, we may disclose your personal information to potential purchasers for the purpose of them conducting due diligence investigations. 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.

9. SENDING INFORMATION OVERSEAS

We are not likely to disclose personal information to recipients located overseas. We will not disclose your personal information to overseas recipients without your consent unless we have taken reasonable steps to ensure that the recipient does not breach the Privacy Act or the APPs, or, the recipient is subject to a similar information privacy regime.

10. MANAGEMENT OF PERSONAL INFORMATION

We recognise the importance of securing the personal information of our clients. We will take steps to ensure your personal information is protected from misuse, interference or loss, and unauthorised access, modification or disclosure.

Your personal information is generally stored electronically in our client management systems and in paper files. Any paper files are stored in secure areas. In some cases, your file is archived and sent to an external data storage provider for a period of time. We only use storage providers in Australia who are also regulated by the Privacy Act.

In relation to information that is held in our client management systems, we apply the following guidelines:

- passwords are required to access the system;
- employees have restricted access to certain sections of the system;
- unauthorised employees are prevented from updating and editing personal information;
- all computers which contain personal information are secured electronically; and
- print reporting of data containing personal information is limited and hard-copy personal information is shredded.

It is a legislative requirement that we keep all personal information and records for a period of seven years. Should you cease to be a client, we will retain your personal information on or off site in a secure manner for at least seven years. After this, the information may be destroyed.

11. DIRECT MARKETING

We may only use personal information we collect from you for the purposes of direct marketing without your consent if:

- the personal information does not include sensitive information; and
- you would reasonably expect us to use or disclose the information for the purpose of direct marketing; and
- we provide a simple way of opting out of direct marketing; and
- you have not requested to opt out of receiving direct marketing from us.

If we collect personal information about you from a third party, we will only use that information for the purposes of direct marketing if you have consented (or it is impracticable to obtain your consent), and we will provide a simple means by which you can easily request not to receive direct marketing communications from us. We will draw your attention to the fact you may make such a request in our direct marketing communications.

You have the right to request us not to use or disclose your personal information for the purposes of direct marketing, or for the purposes of facilitating direct marketing by other organisations. We must give effect to the request within a reasonable period of time. We maintain a record of those individuals not wanting direct marketing material.

You may also request that we provide you with the source of their information. If such a request is made, we must notify you of the source of the information free of charge within a reasonable period of time.

12. IDENTIFIERS

We do not adopt identifiers assigned by the Government (such as driver's licence numbers) for our own file recording purposes, unless one of the exemptions in the Privacy Act applies.

13. HOW DO WE KEEP PERSONAL INFORMATION ACCURATE AND UP-TO-DATE?

We are committed to ensuring that the personal information we collect, hold, use and disclose is relevant, accurate, complete and up-to-date.

We encourage you to contact us if any personal information we hold about you needs to be updated. Where we are satisfied information is inaccurate, we will take reasonable steps to correct the information within 30 days, unless you agree otherwise. We will not charge you for correcting your personal information.

14. ACCESSING YOUR PERSONAL INFORMATION

Subject to exceptions in the Privacy Act, you can access the personal information that we hold about you by contacting the Privacy Officer. We will generally respond to a request for access within 30 days of your request. If we refuse to provide you with access to the information, we will provide a written explanation for the refusal.

We will require identity verification and specification of what information is required. An administrative fee for search and photocopying costs may be charged.

Some exceptions exist where we will not provide you with access to your personal information. Such exceptions include, but are not limited to, where:

- 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; 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.

15. UPDATES TO THIS POLICY

This Policy will be reviewed from time to time to take account of new laws and technology, and changes to our operations and the business environment. We encourage you to review our website regularly for any updates to our Privacy Policy.

16. MAKING A COMPLAINT

If you have any questions about this Policy, or wish to make a complaint about how we have handled your personal information, please contact our Privacy Officer by:

- writing - Attention: Privacy Officer
McPherson & Associates Pty Ltd
GPO Box 482
BRISBANE QLD 4001
- telephoning - 07 3833 3100
- emailing - mail@mcphersonassoc.com.au

If you are not satisfied with our response to your complaint, you can also refer your complaint to the Office of the Australian Information Commissioner by:

- writing - Director of Complaints
Office of the Australian Information Commissioner
GPO Box 5218
SYDNEY NSW 2001
- telephoning - 1300 363 992
- emailing - enquiries@oaic.gov.au