

1. National Privacy Principles

Futuro Financial Services Pty Ltd (Futuro) is bound by the National Privacy Principles (NPPS) established under the Privacy Amendment (Private Sector) Act 2001¹. Our Privacy Policy sets out our commitment to those principles. We require each of our Authorised Representatives to adopt our Privacy Policy.

2. Collection

As a financial services organisation we are subject to certain legislative and regulatory requirements which necessitate us to obtain personal information about you, including s945A of the Corporations Act.

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

Our ability to provide you with a comprehensive financial planning services and advice is dependent on us obtaining certain personal and sensitive information about you, which may include:

- employment details and employment history;
- details of your financial needs and objectives;
- details of your current financial circumstances, including your assets and liabilities (both actual and potential), income, expenditure, insurance cover, investments and superannuation;
- details of your investment preferences and aversion to, or tolerance of, risk;
- details of your health for insurance and superannuation purposes;
- information about your employment history, employment circumstances, family commitments and social security eligibility; and
- details of your estate planning requirements.

Failure to provide the personal and sensitive information referred to above may expose you to higher risks in respect of the recommendations made to you and may affect the adequacy or appropriateness of advice or financial service we give to you.

We will not collect any personal information about you except when you have knowingly provided that information to us or authorised a third party to provide that information to us.

Futuro collects personal information in a number of ways *including*:

- directly from you, when you attend a face-to face interview;
- directly from you, when you provide information through a data collection form;
- directly from you, when you provide information by phone;
- directly from you via an email or the internet; and
- directly from fund managers, superannuation funds, life insurance companies and other product issuers once authorisation has been provided by you.

You have a right to refuse us authorisation to collect information from a third party.

¹Further information on privacy in Australia may be obtained by visiting the website of the Office of the Federal Privacy Commissioner at <http://www.privacy.gov.au>.

You can deal with us anonymously where it is lawful and practicable to do so. For example, if you telephone requesting our postal address.

3. Use and Disclosure

We will only collect, maintain and use personal information about you if it is necessary for us to adequately provide to you the services you have requested, including:

- the preparation of your financial plan;
- the provision of financial planning advice and services to you;
- making insurance, securities and investment recommendations;
- implementing recommendations made by you;
- reviewing your financial plan;
- reviewing insurance, securities and investment recommendations; and
- considering other areas relevant to your needs and objectives.

We will not use or disclose personal information collected by us for any purpose other than:

- the purposes for which it was provided or secondary related purposes in circumstances where you would reasonably expect such use or disclosure; or
- where you have consented to such disclosure; or
- where the National Privacy Principles authorise use or disclosure, where required or authorised under law, in circumstances relating to public health and safety and in connection with certain operations by or on behalf of an enforcement body.

We are required under the Rules of Professional Conduct of the Financial Planning Association of Australia to make certain information available for inspection by the Association on request to ensure ongoing compliance with mandatory professional standards. This may involve the disclosure of your personal information.

We are also obliged under the Corporations Act to maintain certain transaction records and make those records available for inspection by the Australian Securities and Investments Commission.

We may use the personal information collected from you for the purpose of providing you with direct marketing material, such as articles that may be of interest to you. However, you may, by contacting your Authorised Representative, request not to receive such information and they will give effect to that request. Please allow 2 weeks for your request to be actioned. We maintain a register of those individuals not wanting direct marketing material.

We may disclose your personal information to superannuation fund trustees, insurance providers, Wrap account service providers, stockbrokers and product issuers for the purpose of giving effect to your financial plan and the recommendations made by us.

We may disclose your personal information to your accountant; or other financial service provider where you have authorised such disclosure.

Futuro Financial Services Pty Ltd takes its obligations to protect your information seriously, this includes when we operate throughout Australia or overseas, as part of our operations some uses and disclosures of your information may occur outside of Australia. In some circumstances, we may need to obtain your consent before this occurs.

In the event that an Authorised Representative(s) propose to sell their business, or transfer to another Licensee, they may disclose your personal information to a potential purchaser, or Licensee, for the purpose of them conducting due diligence investigations. Any such 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. In the event that a sale of their business is affected, or they transfer to another Licensee, we may transfer your personal information to that purchaser of the business or Licensee

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.

4. Document security and storage

Your personal information is maintained securely and generally held in your client file. Information may also be held in a computer database. We will seek to ensure that the personal information collected and held by us is protected from misuse, loss, unauthorised access, modification or disclosure.

In the event you cease to be a client of this organisation, any personal information that we hold about you will be maintained for a period of 7 years in order to comply with legislative and professional requirements, following which time the information will be destroyed.

5. Access and correction

You may request access to your personal information by contacting our Authorised Representative or Privacy Officer. We will (subject to the following exceptions) provide you with access to that information either by providing you with copies of the information requested, allowing you to inspect the information requested or providing you with an accurate summary of the information held. If charges are applicable in providing access to you, we will disclose these charges to you prior to providing you with the information. We will, prior to providing access in accordance with this policy, require you to provide evidence of your identity.

We will not provide you with access to your 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 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 enforcement body or an enforcement body requests that access not be provided on the grounds of national security.

In the event that we refuse you access to your personal information, we will provide you with a written explanation for that refusal. We will endeavour to ensure that, at all times, the personal information about you which we hold is up to date and accurate. In the event that you become aware, or believe, that any personal information that we hold about you is inaccurate, incomplete or outdated, you may contact our Authorised Representative, or Privacy Officer, and provide us with evidence of the inaccuracy or incompleteness or out datedness and we will, if we agree that the information requires correcting, take all reasonable steps to correct the information.

We will endeavour to respond to any request for access within 14-30 days depending on the complexity of the information and/or the request. If your request is urgent please indicate this clearly.

6. Our Website

The Futuro website contains links to other websites whose operator may or may not adhere to a privacy policy or be governed by the National Privacy Principles.

Our website may utilise 'cookies' that allow us to identify your browser while you are using our site. Cookies do not identify you; they simply allow us to track usage patterns so that we can measure the level of interest in various areas of our site. All browsers allow you to be notified when you receive a cookie and elect to either accept it or not. Your Internet service provider should be able to assist you to set your preferences.

7. Privacy Complaints

If you wish to complain about any breach or potential breach of this privacy policy or the National Privacy Principles, your complaint should be directed to the Privacy Officer as detailed below.

Your complaint will be considered as soon as possible and responded to. It is our intention to use our best endeavours to resolve any complaint to your satisfaction; however, if we are unable to satisfactorily resolve your concerns you can contact the Office of the Privacy Commissioner who may investigate your complaint further.

Contact Details

The Privacy Officer
Futuro Financial Services Pty Ltd
GPO Box 942
Brisbane QLD 4001
Telephone: (07) 3018 0400
Facsimile: (07) 3018 0399

Changes to this Privacy Policy

We reserve the right to review and amend this Privacy Policy from time to time and to notify you by posting an updated version on our website at www.futuro.com.au