

# SPECIALIST FINANCIAL SOLUTIONS

## Statement of Privacy Policy

### **What is Specialist Financial Solutions commitment to privacy?**

At Specialist Financial Solutions we recognise that your privacy is very important to you, it is to Specialist Financial Solutions as well. We handle personal information provided by you and other people every day. By personal information we mean information or an opinion about a person whose identity is apparent or can reasonably be ascertained.

As best practice principles, Specialist Financial Solutions is committed to supporting the National Privacy Principles (NPPs) set out in the Privacy Amendment (Private Sector) Act 2000. Our aim is to both support and ensure that we comply with the NPPs, that form the basis of legislation introduced to strengthen and protect privacy for the general public and our clients. The information below is a brief summary of our obligations under NPPs.

Specialist Financial Solutions believes that this Statement (Privacy Document) will address any potential concerns you may have about personal information that you provide to Specialist Financial Solutions; how it is collected, held, used, corrected, disclosed, transferred and protected. At all times you can request a copy of your personal information we hold. See Contact Us or Additional Privacy Information for further details.

### **What information does Specialist Financial Solutions collect and why?**

As a leading financial planning services provider, we collect, hold and verify appropriate personal information on our clients through our network of representatives and professional members of our organisation. These include Authorised Representatives (Financial Planners) and our service providers. Our main purpose for obtaining personal information includes assessing the suitability of applicants to be providing services and or membership of Specialist Financial Solutions, to update our records, to facilitate training programmes, to disseminate topical information and details of events of interest, to regulate the activities of members and to facilitate the provision of a referral service to interested members of the public.

For our advisory clients, details are collected to determine suitability of the most appropriate advice for the clients including the many available strategies, products and facilities for optimal client usage.

We will only collect personal information from you in a lawful and fair manner that is necessary for one or more of our functions without being unreasonably intrusive such as when you complete a Fact Finder, Application Form, Membership Application or other similar type document as required. We also may collect Tax File Numbers (TFN) and Australian Business Numbers (ABN) to identify your tax structure or for the purpose of providing our services through agreed third parties. We require your permission to keep your TFN on record and you have the right to not disclose this to us or ask Specialist Financial Solutions to not record your TFN. Specialist Financial Solutions is also obligated to conduct Anti-Money Laundering (AML) and Counter Terrorism Financing (CTF) Customer Identification Procedures to mitigate these risks in the Australian Economy for which we will need to collect, verify and record personal information.

When we collect personal information from you, we will take reasonable steps to explain why we are collecting this information, whom else we are likely to disclose this information to and what will happen if you don't disclose personal information to us. We will reasonably and practically endeavour to only obtain personal information about you, from you.

Wherever it is lawful and practicable, we will give you the option of not identifying yourself or personal information when entering into transactions with us. Failure to provide all appropriate information may mean we are unable to provide services to you properly. If appropriate, once we hold information on you, we will reasonably try to keep it accurate, complete and up to date.

### **How does Specialist Financial Solutions use the information and what should I know?**

Specialist Financial Solutions will only use your personal information for the main purpose we told you it was needed, except where you consent to us using that personal information for another purpose, where the other purpose is related to the main purpose and you would reasonably expect us to use this information for that purpose, or where it is permitted or required by law, or we reasonably believe it is necessary on health or public safety grounds to use the information for another purpose.

In order to fulfil the purposes set out above we may provide access to your personal information to third parties with whom we have a business relationship, for example, those who manage our database, mail outs and other services. You accept that not all recipients of your information have adequate or any privacy policies in place and you consent to the disclosure of your personal information for those reasonable purposes.

In relation to direct marketing, where practicable, we will seek your permission first. Should you wish to not receive marketing material, we maintain an 'opt out list' which you can inform us that you no longer wish to receive marketing material.

### **What if I want to view or change my information?**

At any time you can request to view or change your personal information. Should we have to provide you with copies or a summary of your personal information if appropriate, we may charge you for providing you this access within reason.

If you can show us that the information is inaccurate, we will take reasonable steps to correct it. Please note that we need not provide you with personal information in certain circumstances such as if we believe it to be frivolous or a threat to health or public safety, or unreasonably interfere with another person's privacy or a breach of the law. If we refuse to provide you access, we will provide you with our reasons.

### **Does Specialist Financial Solutions protect my information?**

We will protect your personal information from misuse and loss, and destroy or permanently de-identify personal information we no longer need.

### **How does the Specialist Financial Solutions website collect my information?**

When you visit our website, details may be recorded about your visit, such as time and date, your server address, pages accessed, time spent and type of browser. This information is used in an anonymous form for statistical purposes and as such cannot identify you individually.

We may use cookies to identify your browser so that next time you visit our website we remember your log in details. A cookie is a small file which remains on your computer and contains information enabling our website to recognise your browser. If you do not wish to use cookies, you can adjust the settings on your browser to reject cookies or notify you when they are being used.

### **Is my information sent overseas or shared through the internet?**

We will not send any personal information about you overseas unless you consent to this, or we reasonably believe that the other country has privacy laws substantially similar to our own, or we provide the information in other circumstances like giving you protection.

Our website contains a number of links to other websites, including the websites of our commercial partners. When this occurs be sure to check the privacy policy of those websites as we are not responsible for the privacy practice of those other parties.

### **What if I'm not happy with the handling of my information?**

We are committed to providing members and other parties whose personal information we hold, a fair and resealable system for the handling of their complaints. If at any time you have any complaints in relation to privacy, please contact our Privacy Officer at one of the points referred to below. We will seek to address any concerns that you have through our complaints handling process, but if you wish to take matters further you may refer your concerns to the Office of Federal Privacy Commission on 1300 363 992.

### **Contact Us**

If you seek further information from Specialist Financial Solutions about this Statement or our privacy policy please contact :

325 Churchill Avenue SUBIACO WA 6008

Ph No: (08) 9286 6888

PO Box 1796 SUBIACO WA 6904

Email: [ryank@spfgroup.com.au](mailto:ryank@spfgroup.com.au)

### **Additional Privacy Information**

For further information, contact the Office of the Federal Privacy Commissioner at [www.privacy.org.au](http://www.privacy.org.au) or 1300 363 992.