

# Privacy Statement

## DAS Privacy Policy Statement

### Overview

The purpose of this privacy policy is to outline how Dominion Admin Services (DAS) and its officers, advisers and employees collect, use and retain personal and sensitive information. DAS obtains and retains that personal and sensitive information in accordance with the Australian Privacy Principles (APPs). The APPs were introduced by the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) (Privacy Amendment Act).

### Your privacy is important to DAS

Your privacy is important to DAS. We are bound by, and committed to supporting, the APPs set out in the Privacy Amendment Act. This policy applies to all officers, advisers, employees, clients and shareholders of DAS in Australia. The information set out below is largely a summary of the obligations under the APPs.

DAS's Privacy Policy Statement will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment. Any information we hold will be governed by the most current DAS Privacy Policy Statement.

### How do we manage your personal information?

DAS requires that all persons to whom this policy applies inform themselves of their obligations under the APPs and will make available training as and when required to ensure this is the case. DAS regards breaches of your privacy very seriously and will take appropriate remedial action, which may include dismissal.

DAS has appointed a Privacy Officer to ensure that DAS's management of personal information is in accordance with this statement and the Privacy Act.

### Why does DAS collect personal information?

We are committed to being open about how we use personal information. Any personal information collect by DAS is solely for the purpose of providing services to its clients and is not disclosed unless required in the performance of those services (for example, a client's information may be disclosed to a financial institution in order to place an investment). We are also required to collect certain information by law (for example, to establish your identity).

### What kind of personal information do we ask for?

Because of the nature of the services we provide, government regulations and taxation laws, we ask for a range of personal information from our clients. The type of personal information we may collect can include (but is not limited to):

- name
- address
- date of birth
- contact details
- income
- assets and liabilities
- account balances
- tax and financial statements
- employment details

Much of the information we obtain comes directly from our clients through application forms and from maintaining our records in the course of ongoing financial planning advice or customer service. We may ask for other information voluntarily from time to time (for example, through market research, surveys or special offers) to enable us to improve our service or consider the wider needs of our clients or potential clients. We will not collect any personal information about you except where you have knowingly provided that information to us, or we believe that you have authorised a third party to provide that information to us.

There are also specific circumstances in which we will ask for sensitive information (for example, personal health information when you are applying for insurance). We will always seek your consent before collecting sensitive information.

### What if you don't give us the information that we request?

You are not required to give us the information that we request. If you choose not to provide the information we ask for, or the information you give is incomplete or inaccurate, we may not be able to provide you with the requested product or service.

### How do we use this information?

Unless you are informed otherwise, the personal information we hold is used for establishing and managing your financial products or services, reviewing your ongoing needs, enhancing customer service and keeping you up to date on other products and services offered by us.

We may send you marketing material from time to time that we think will be useful to you. You are able to opt out of receiving this material by contacting us (details are below).

### Who may we disclose this information to?

We may provide your information to other related companies within the Dominion Group or external parties. Where personal information is disclosed there are strict controls in place to ensure that the information is held, used and disclosed in accordance with the APPs. The types of organisations we may disclose your personal information to include:

- other members of the Dominion group who provide financial and other services
- financial planners, brokers and those who are authorised by DAS to review clients' needs and circumstances from time to time
- service providers and specialist advisers to DAS who have been contracted to provide DAS with support, administrative, financial, insurance, research or other services
- other insurers, credit providers, courts, tribunals and regulatory authorities as agreed or authorised by law
- credit reporting or reference agencies or insurance investigators
- anyone authorised by an individual, as specified by that individual or the contract

We will also disclose your information if you give your consent.

### **Is my information disclosed overseas?**

We do not currently disclose your personal information overseas.

### **How do we keep personal information accurate and up-to-date?**

DAS endeavours to ensure that the personal information it holds is accurate and up-to-date. We realise that this information can change frequently and we will seek to update your personal information as often as possible (for example, at your review appointment). Additionally we can generally update your information over the telephone or upon receipt of a written request.

### **Can I access my information and what if it is incorrect?**

You generally have the right to obtain a copy of any personal information which DAS holds about you. There may be circumstances where we are unable to give you access to that information and if this is the case we will inform you and explain the reasons why.

If you wish to access your information, please contact DAS (details below) to complete an application form verifying your identity and specifying what information you require. We will acknowledge your request within 14 days and respond promptly to it. We may charge a fee to cover the cost of verifying the application, locating, retrieving, reviewing and copying any material requested. If the information sought is extensive, we will advise the likely cost in advance and can help to refine your request if required.

If you believe that any information we hold is inaccurate or incomplete please inform us, so we can update our records.

### **How do we store personal information?**

Safeguarding the privacy of your information is important to us, whether you interact with us personally, by phone, mail, over the internet or other electronic medium. We hold personal information in a combination of secure computer storage facilities and paper-based files and other records, and take steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure.

We may need to maintain records for a significant period of time. However, when we consider information is no longer needed, we will remove any details that will identify you or we will securely destroy the records.

### **What if you have a complaint?**

If you wish to complain about any breach or potential breach of this Privacy Policy or the Australian Privacy Principles, please lodge a complaint, in writing (details below) addressed to the Privacy Officer. From receipt of your complaint, the Privacy Officer has 7 days to respond.

If you are not fully satisfied with our response, you may wish to register your complaint with the Office of the Australian Information Commissioner:

- Phone: 1300 363 992
- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- Mail: GPO Box 5218, Sydney NSW 2001

### **How do you contact us?**

You can contact the Privacy Officer by:

- Phone: 02 4220 0500
- Mail: PO Box 354, Wollongong NSW 2520