

## Introduction

Acuity Advisers Pty Ltd (Acuity) are committed to protecting your privacy. When we request personal information, we will normally explain why we need it, how it will be used and who we may share it with. At all times we will comply with the terms of this when handling your personal information.

As an Australian Financial Services Licensee ("AFSL"), we are subject to certain legislative and regulatory requirements, Acuity is bound by the Australian Privacy Principles ('APPs') and the Privacy Act 1988 ('Privacy Act').

This Privacy Policy ensures we are in compliance with the Privacy Act and discloses the purpose and how the personal information you provide to us and our Representatives is collected, used, held and disclosed.

## What Kind Of Information

As a financial service provider, Acuity 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 personal information about you including:

- Name, contact details, date of birth, tax file number;
- Information regarding your dependents and family commitments;
- Occupation and employment history;
- Financial needs and objectives;
- Assets, liabilities, income, expenses, insurances and social security entitlements.
- Estate Planning Documentation such as Wills, EPA's, EPG's

## How We Collect Your Personal Information

Acuity collects personal information directly from you or from third parties once authorisation has been provided by you. You have the right to refuse us authorisation to collect such information from a third party.

## What if you don't provide some information to us?

Appropriate advice may not be able to be given without complete, accurate and thorough information relating to your financial circumstances, needs and objectives. By providing insufficient or incomplete information, you risk making a financial commitment that may not be appropriate to your needs. If any of the personal information in this advice is incorrect you need to notify us immediately.

If the personal information we request is not provided by an individual, we may elect to terminate our service with the individual if we believe we are unable to provide the individual with a complete service.

## How We Use Your Personal Information

Primarily, your personal information is used to provide advice to you. We may also use the information that is related to the primary purpose and it is reasonable for you to expect the information to be disclosed.

From time to time we may provide you with direct marketing material. If, at any time, you do not wish to receive this information any further, you may contact us with this request.

## Disclosure of Personal Information

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

In line with modern business practices common to many financial institutions and to meet your specific needs, 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;
- mailing houses;

- 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,
- another Authorised Representative of Acuity if necessary; Government and regulatory authorities, as required or authorised by law.

The Corporations Act 2001 has provided the Australian Securities and Investments Commission with the authority to inspect certain personal information that is kept on our files about you. We collect information about you for the purpose of reporting to AUSTRAC under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

## **Storage of Your Information**

We keep your personal information in your client files or electronically. These files are accessible to authorised personnel only and are appropriately secured and subject to confidentiality requirements. Some of this information can be accessed directly via our client private portal access.

Estate Planning documentation is stored electronically and with your agreement the originals stored in a locked filing cabinet in our office.

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.

Some of the entities that we share information with may be located in, or have operations in, other countries. This means that your information might end up stored or accessed in overseas countries.

## **Ensure Your Personal Information Is Correct**

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

To ensure we can maintain this level of accuracy and completeness, we recommend that you inform us of any errors in your personal information and

update us with any changes to your personal information as soon as possible.

If you provide inaccurate or incomplete information, we may not be able to provide you with the advice or services you are seeking.

## **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. This Policy is approved by the Board of Directors.

## **Complaints Resolutions**

If you have any questions about our privacy procedures, or if wish to make a complaint about how we have dealt with your personal information please contact our Privacy Officer, your complaint will be responded to within 7 days. If you are not satisfied with the outcome of your complaint, you are entitled to contact the Office of the Australian Information Commissioner.

## **Contact Details**

Privacy Officer: Kirsten Scally  
M: PO Box 1749, Subiaco WA 6904  
P: 08 922 1481  
E: [enquiries@AcuityAdvisers.com.au](mailto:enquiries@AcuityAdvisers.com.au)

**We understand the sensitive nature of personal information and as such it is treated as highly confidential.**