

Privacy Policy

General

SMSF Administration Alliance Pty Ltd (**SAA**) like other companies operating in Australia, is bound by the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) (**Privacy Act**) which impose certain requirements on SAA with respect to handling personal information. SAA has implemented procedures to ensure that personal information is handled in accordance with the Act. SAA has issued this policy in compliance with the Privacy Act.

Please read the following policy to understand how SAA deals with the personal information that it may collect about you from time to time. This policy may change from time to time, so please revisit the policy periodically. For the purpose of this policy and the Privacy Act “Personal Information” means information or an opinion (including information or an opinion forming part of a document or other source), whether true or not, and whether recorded in a material form or not, about a person whose identity is apparent, or can be reasonably ascertained, from the information or opinion.

Collection of Information

Collection of Information from You

SAA collects and uses Personal Information for the purpose of carrying out its business and complying with laws and regulations that may require the collection and disclosure of such information.

The personal information SAA may collect include the following:

- name
- address
- DOB
- e-mail addresses
- telephone numbers
- tax file number
- any other information that you have provided SAA as a result of our dealings with you.

To assist SAA in providing quality services, it is important that the information you entrust to us is complete, accurate and up-to-date. You can help us to keep your information up to date by contacting us immediately if your contact details change.

We may also collect personal information if authorised or required by an Australian law or court or tribunal order to collect that information. We will tell you if collection is required or authorised by law and provide you with details of the law, court or tribunal order.

Collection of Information from Third Parties

With your consent, SAA may collect personal information from a third party or it may collect information from sources you would reasonably expect, for example, information extracted from publicly available sources such as public domain websites or telephone directories.

SAA may also collect information about how you use our website to help us better tailor our services to you. For example, SAA may do this when you

click on a link from the SAA website. Usually, the information we collect in this way is general information only derived from cookies – such as the number of visitors to a site or statistics about how a site is browsed – and does not identify you. If SAA does identify you with this information (for example, if you have been logged onto an online SAA service), any use or disclosure of that information will be in accordance with this Privacy Policy.

Collection of Sensitive Information

Collection of Sensitive Information from You

Sensitive information is personal information about a person’s racial or ethnic origin, political opinion, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, genetic information or health information.

SAA will not collect, use or disclose sensitive information about you unless we need the information for one of our functions or activities and we have your consent (or we are legally required to do so).

Use and Disclosure Of Personal Information

How we may use and disclose your personal information

SAA may use and disclose personal information we collect about you for several purposes including:

- to consider your request for a product or service;
- to enable SAA to provide a product or service;
- to tell you about other products and services that may be of interest to you;
- to assist in arrangements with other organisations (such as loyalty partners) in relation to the promotion or provision of a product or service;
- to manage accounts and perform other administrative and operational tasks (including risk management, systems development and testing, staff training and market or customer satisfaction research);
- to consider any concerns or complaints you raise against SAA and/or to manage any legal action between you and SAA;
- to prevent or investigate any actual or suspected fraud, unlawful activity or misconduct;
- to identify you or establish your tax status under any Australian or foreign legislation, regulation or treaty pursuant to an agreement with any tax authority; and
- as required by relevant laws, regulations, codes of practice and external payment systems.

If SAA uses your personal information for direct marketing of its products or services, it will provide you with the opportunity, at the point of our first contact and at any time afterwards at your request to decline receipt of any further marketing information. Otherwise, SAA will neither use nor disclose your Personal Information that is not related to the purpose for which we collected your information in the first place without your consent, unless:

1. It is required for public health or public safety or other emergency reasons; or
 2. It is required to investigate or report suspected fraud or unlawful activity; or
 3. It is required or authorised by law; or
 4. SAA believes that the use or disclosure is reasonably necessary for one or more of the following by or on behalf of an enforcement body:
 - a. the prevention, detection, investigation, prosecution or punishment of criminal offences, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
 - b. the enforcement of laws relating to the confiscation of the proceeds of crime;
 - c. the protection of the public revenue;
 - d. the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct;
 - e. the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.
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Disclosing your Personal Information Overseas

SAA may need to disclose your personal information to organisations overseas. These overseas organisations are service providers, including related entities, which perform a range of technology, operational and customer service functions on SAA's behalf.

SAA will not transfer personal information outside Australia unless SAA reasonably believes that the recipient of the information is subject to a law, binding scheme or contract providing the same standards of protection of personal information as provided for under the Australian Privacy Principles.

Data Quality

SAA will take reasonable steps to ensure that your personal information is accurate, complete and current.

SAA will take reasonable steps to destroy or permanently de-identify your personal information, if it is no longer needed for any purpose for which the information may be used or disclosed under the [Use and Disclosure section](#) of this policy.

Data Security

SAA will protect your Personal Information from misuse and loss and from unauthorised access, modification or disclosure.

SAA may store your personal information in hardcopy documents or electronically. SAA maintains physical security, such as locks and security systems, over our paper and electronic data stores and premises. SAA also maintains computer and network security. For example, SAA uses firewalls (security measures for the internet) and other security measures such as identification codes and passwords to control access to computer systems. SAA continually maintains and monitors its online security systems to ensure that SAA's online services are secure and that your personal information is appropriately protected when you use these services.

We require you to keep your personal identification number (PIN), passwords and access codes confidential and secure at all times. This means that you should not disclose your PIN, passwords or access codes to any other person. You should contact SAA immediately if you believe that your PIN, passwords or access codes may have been disclosed to another person or if you would like to change your PIN or password.

Transparency

SAA Privacy Policy is available at www.smsfadminalliance.com.au (the company's website) from where an electronic copy (.pdf format) can be downloaded.

Access and Correction

If you wish to verify what information (if any) SAA holds on you and/or whether that information held is correct, you may either:

- call 1300 403 472;
- email admin@smsfadminalliance.com.au; or
- apply in writing to:

SMSF Administration Alliance

GPO Box 1622, Hobart, TAS 7001

SAA will take reasonable steps to confirm the identity of the person making the request and will endeavour to respond within 14 business days of receiving the request. However, where the request is more complex or time consuming to comply with, SAA will endeavour to provide access to the information requested within 28 business days.

SAA reserves the right to deny access to personal information if providing access:

- a. could pose a possible threat to life or health; or
- b. could cause an unreasonable impact on the privacy of others; or
- c. would be in response to a frivolous or vexatious request; or
- d. relates to existing or anticipated legal proceedings which could be prejudiced as a result; or
- e. relates to existing or anticipated commercial negotiations involving SAA, and SAA legitimate commercial interests could be prejudiced as a result; or
- f. is in any way unlawful; or
- g. would be likely to prejudice an investigation of possible unlawful activity; or
- h. would circumvent a request to SAA by an enforcement body performing a lawful security function to not provide access to the information because providing access would jeopardise national security; or
- i. would likely prejudice:
 - (i) the prevention, detection, investigation, prosecution of criminal offences, breaches of the law imposing a penalty or sanction or breaches of prescribed law; or
 - (ii) the enforcement of laws relating to the confiscation of the proceeds of crime; or
 - (iii) the protection of public revenue; or
 - (iv) the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct; or
 - (v) the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of its orders by or on behalf of an enforcement body.

**Access and
Correction
(continued)**

However, where providing access would reveal evaluative information generated within the company in connection with a commercially sensitive decision-making process, SAA may give the individual an explanation for the commercially sensitive decision rather than direct access to the information. Where there is disagreement about direct access or where direct access to personal information is impractical or inappropriate, SAA will discuss the possible use of a mutually acceptable intermediary.

If you advise SAA that your personal information is held on you is inaccurate, incomplete or not up-to-date, SAA will take reasonable steps to update the information accordingly. Should there be a disagreement between SAA and you about whether the personal information is complete or up-to-date then at your request, SAA will take reasonable steps to associate a statement from you that the information is not correct with the relevant record(s) held by SAA.

SAA reserves the right to levy a reasonable charge to meet the costs of providing access to personal information, although there will be no charge for lodging a request for access.

SAA will provide reason(s) should it deny access to or correction of personal information it holds.

Identifiers

SAA will not use an identifier assigned to an individual by a Government Agency or related body as its own identifier; nor will it provide such an identifier to a third party without the individuals consent, unless:

- a. the use or disclosure is necessary for SAA to fulfil its obligations to the Agency or related body; or
 - b. one or more of [Use and Disclosure section numbered items 1-4](#) (inclusive) apply to the use or disclosure; or
 - c. the use or disclosure is by a prescribed organisation of a prescribed identifier in prescribed circumstances.
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Anonymity

Wherever lawful and practical, SAA will give you the option of not identifying yourself when dealing with the company.

Complaints

Wherever lawful and practical, SAA will give you the option of not identifying yourself when dealing with company people who may potentially be subject of your complaint or where you may seek to complain about any aspect of SAA's management of your personal information.

You may either:

- call 1300 403 472; or
- email admin@smsfadminalliance.com.au; or
- apply in writing to:

SMSF Administration Alliance

GPO Box 1622, Hobart, TAS 7001

In both instances you must set out full details of the complaint. To help SAA complete a quick and effective investigation, the complainant should include as much detail as they have available to assist the SAA Privacy Officer to identify the nature and scope of the complaint.

The Privacy Officer will maintain a record of all complaints received, including but not limited to:

- name and contact details of the complainant
- date the complaint was received
- nature of the complaint
- details of the person(s) investigating the complaint
- outcome of the investigations
- dates and details of all contacts made with the complainant

These records will be held in a secure manner by the Privacy Officer, and will only be accessible to management of SAA or people in the business to which the complaint relates. Otherwise, they will only be made available, if required or authorised by law or to assist with any investigations carried out by the office of the Federal Privacy Commissioner.

The Privacy Officer or his or her designate will also be responsible for investigating privacy complaints.

All complaints will be acknowledged within seven working days and a full response given within 28 days. Where it is not possible to complete the investigation of a complaint within 28 days, the complainant will be contacted once twenty eight days have elapsed with an estimate of when the investigation will be completed.

Disclaimer

This policy represents SAA's policy as at 1 October 2018.

SAA may revise this policy as it sees fit or at its discretion.

Although SAA intends to observe this policy at all times, neither SAA nor any of its entities nor its associated companies is legally bound in any respect by this policy. From time to time, SAA reserves the right to act outside the policy and may do so, subject only to any statutory rights you have under the Act or other applicable legislation.
