

PRIVACY POLICY

At Wealthline, we are committed to protecting your privacy in accordance with the *Privacy Act 1988* (Cth). This Policy describes our policies and practices for collecting, handling, storing, using and disclosing personal information. It also deals with how you can complain about a breach of the privacy laws, access the personal information we hold about you and have that information corrected (where necessary).

What personal information do we collect and hold?

When we engage with you in order to provide you with financial advice, we ask you for the information we need to be able to understand your current situation from a financial, personal and lifestyle perspective. We collect your information through our discussions, requesting information via email and potentially online forms. This can include a broad range of information from your name, address, contact details and age to information about your personal affairs including but not limited to your financial position, health status and personal relationship status.

We may also collect your information from third parties such as your bank, superannuation provider, insurance provider, mortgage broker, accountant and many other institutions.

We only collect sensitive information such as information about your health with your agreement and it is necessary for us to do so to be able to adequately provide you with financial advice.

How do we use your information?

We use your personal information to understand your financial situation, formulate our professional advice and assist you to apply for relevant products.

We also use your personal information to manage your ongoing requirements and our relationship with you, e.g. for example through providing you with ongoing advice services. This includes contacting you by mail or electronically (unless you tell us you do not wish to receive electronic communications).

What if you don't provide information to us?

If you do not provide us with some or all the information that we ask for, we may not be able to provide you with advice or may only be able to provide you with limited advice.

You can contact us without using your name or by using a pseudonym. However, we may need your name or contact details to respond to you.

How do we store and protect your personal information?

We strive to maintain the relevance, accuracy and completeness and currency of the personal information we hold and to protect its privacy and security. We keep personal information only for as long as is reasonably necessary for the purpose for which it was collected or to comply with any applicable legal reporting or document retention requirements.

We hold the information we collect from you on third party servers such as Drop Box and GSuite. When your file is archived it is sent to an external data storage provider for a period of time.

We ensure that your information is safe by having quarterly cyber security checks, regularly changing passwords, utilising 2FA and keeping up to date with recommendations from cyber security consultants. We maintain physical security over our paper and electronic data and premises, by using locks and security systems.

Will we disclose your personal information to anyone?

We do not sell, trade, or rent your personal information to others. We will disclose your information to product providers during the application process and third parties with your permission such as accountants, brokers etc.

We may also need to provide your information to contractors who supply services to us, e.g. to handle mailings on our behalf, external data storage providers, administrative or implementation services or to other companies in the event of a corporate sale, merger, reorganisation, dissolution or similar event. We will take all reasonable steps to ensure that they protect your information in the same way that we do.

We may provide your information to others if we are required to do so by law or under some other unusual circumstances which the Privacy Act permits.

We may disclose your information to contractors who are based overseas. Currently we have a contractor in Bosnia for the purpose of providing administrative support and implementation services. We take reasonable steps to ensure that they protect your information in the same way that we do.

How can you check, update or change the information we are holding?

You may ask us for access to your personal information and to correct it at any time.

Upon receipt of enough information to allow us to identify the information, we will tell you what personal information we hold about you. We will also correct, amend or delete your personal information if we agree it is inaccurate, irrelevant, out of date or incomplete.

We do not charge for receiving a request for access to personal information or complying with a correction request.

To access or correct your personal information, please write to Amor De Libasic at amor@wealthline.com.au

We do not charge for providing access to personal information.

In some limited situations, we may need to refuse access to your information or refuse a request for correction. We will advise you as soon as possible after your request if this is the case and the reasons for our refusal.

What happens if you want to complain?

We welcome your questions and comments about how we manage your privacy. If you have any concerns about whether we have complied with the Privacy Act, the Australian Privacy Principles or this Privacy Policy, please write to our Privacy Officer at amor@wealthlin.com.au

We will consider your complaint through our internal complaints resolution process and we will try to respond with a decision within 30 days of you making the complaint.

Your consent

By asking us to assist with your financial planning needs, you consent to the collection and use of the information you have provided to us for the purposes described above.

Updating this policy

This Privacy Policy was prepared on 30/05/2023. We may update it at any time. The new version will be published on our website.

