

Privacy Policy



Purpose

The purpose of this Privacy Policy Statement is to document Affinity Wealth Plus's approach to managing the privacy of information that we collect and maintain. The objective of Affinity Wealth Plus is to manage personal information in a manner that protects the privacy of the owners of the information.

Reference Documents

- Privacy Act 1988 (Cth)
- Corporations Act 2001
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006
- Notifiable Data Breach Scheme

Glossary

Personal information:	Information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.
Sensitive information:	Information or an opinion about, amongst other things, an individual's health, racial or ethnic origin; political opinions; or religious beliefs or affiliations; or philosophical beliefs; or sexual orientation or practices; or criminal record; or health information.
APPs	Australian Privacy Principles

Policy

Affinity Wealth Plus collects personal and financial information from clients, suppliers and business partners in the course of our business activities. This is done in accordance with the provisions of the Privacy Act 1988 (Cth). The Australian Privacy Principles (APPs) contained within this Act outlines how Affinity Wealth Plus must handle, use and manage personal information.

Personal information is also used to satisfy our requirements to verify a client's identity before providing a designated service as outlined in the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. Most importantly; Best Interest Duty requires us to collect personal and financial information so that we can provide financial advice appropriate to clients' personal circumstances.

How Information is Collected

In accordance with section 3.5 of the APPs, Affinity Wealth Plus will only collect personal information by lawful and fair means. Wherever possible we will obtain personal information directly from our clients. This may be done in person, over the telephone, via websites, via email or any other form of written correspondence. A primary example of collecting personal information in person is during the initial client interview, using the Fact Find Form.

At times we may collect or verify client's personal information that is publicly available, including information from telephone directories, the electoral roll or other websites (such as Share Registries). As per section 5.1 of the APPs, we must notify clients that we have done this, either prior to obtaining the personal information or as soon as practicable after we have collected the personal information.

Personal information about clients collected from third parties is only done so when written authorization has been provided from the client. The consent to obtain information can be withdrawn at any time by the client via writing.

Our corporate website <https://www.affinitywp.com.au/> also enables clients to contact Affinity Wealth Plus directly via email.

What Information is Collected

Personal Information

As per section 3.2 of the APP's, Affinity Wealth Plus will only collect personal information that is reasonably necessary for, or directly related to one or more of its functions. This includes:

- Name
- Address
- Date of birth
- Account numbers
- Contact details
- Employment details
- Financial assets and income details
- Insurance cover
- Tax File number
- Marital status
- Dependants
- Liabilities

Sensitive Information

Sensitive information is only collected when reasonably necessary for one or more functions and consent has been given by the client. This requirement is outlined in section 3.3 of APPs. The sensitive information collected by Affinity Wealth Plus includes:

- Health Status
- Smoker Status
- Information that will help in determining an individual's status as a "politically exposed person" in order to comply with AML/CTF legislation.

We do not collect information about client's religious beliefs, ethnic background or sexual preferences, unless it is specifically related to the work we are doing for them.

Suppliers and Business Partners

We will conduct due diligence on existing and potential suppliers and business partners by directly asking for information, sourcing information from referees, and seeking information from publicly available registers. These registers will include, but not limited to, national police checks, bankruptcy checks and financial advisers' registers.

How Information is Used

Section 6 of the APPs details how an organisation must use or disclose personal information. In line with this, Affinity Wealth Plus will only use personal information collected from clients and others for the primary purpose of which it was collected or in ways that the client would expect. That is either/and/or:

- Assessing clients risk profiles
- Assessing investor needs and providing appropriate advice, plans or products
- Recommending appropriate insurance advice
- Executing clients' instructions
- Direct marketing
- Due diligence

Personal information may be used for a secondary purpose as set out in section 6.2 of APPs. Examples of when information can be used for secondary purposes include when:

- The client has consented to a secondary use or disclosure, and
- The client would reasonably expect the secondary use or disclosure, and that is related to the primary purpose of collection or, in the case of sensitive information, directly related to the primary purpose.

Marketing Products and Services

Affinity Wealth Plus will use personal information collected in order to market products and services that we believe would be of interest or benefit to our clients. At any time, clients and others can elect to opt-out and discontinue receiving any further marketing material (as per section 7.2 of the APPs). This request can be made in writing to Affinity Wealth Plus outlining that they no longer want any marketing information.

Disclosure of Information

To ensure the clients receive effective, efficient and personalised service, at times we will share their personal information with other related entities to Affinity Wealth Plus. However, we will not share their personal information with other subsidiaries if a client has previously instructed us in writing not to do so.

Third Party Agents

Affinity Wealth Plus uses the services of third-party agents to perform certain primary functions. Third party agents used include, but are not limited to:

- Stockbrokers
- Shareholder Registries
- Asset Managers
- Administrators of WRAP accounts
- Insurance Underwriters
- Financial Institutions
- Government or Regulatory Bodies
- Accountants
- Auditors
- Paraplanners

These agents act on behalf of Affinity Wealth Plus and do not disclose the information provided to them to fourth parties, unless required by law or after having received direct consent from the client. Affinity Wealth Plus undertakes not to sell, rent or trade client's personal information.

Overseas Recipients

It is unlikely that Affinity Wealth Plus will disclose client's personal information to an overseas recipient. If we do, we will take reasonable steps to ensure that the recipient does not breach the APPs in relation to that information. Where Affinity Wealth Plus discloses personal information to an overseas recipient, we are accountable for an act or practice of the overseas recipient that would breach the APPs.

Permitted Disclosure

There are several clauses within section 6 of the APPs detailing situations in which Affinity Wealth Plus can use or disclose personal information for a secondary purpose. These include, but are not limited to:

- Where we are required or authorised by or under an Australian law or a court/tribunal order (6.29)
- It is necessary to lessen or prevent a serious threat to the life, health or safety of an individual, or to public health or safety (6.34)
- We have reason to suspect that unlawful activity, or misconduct of a serious nature is being or may be engaged in (relating to Affinity Wealth Plus) (6.36)
- It is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing (6.38)
- It is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim (6.39)
- The purposes of a confidential alternative dispute resolution (ADR) process (6.42)

Maintenance of Personal Information

In accordance with Section 10.1, Affinity Wealth Plus must take reasonable steps to ensure the quality of personal information when it is collected and also when the information is used or disclosed. This is achieved by:

- Conducting regular client reviews, which assists in ensuring personal information is accurate, up-to-date, complete and relevant at the time it is used or disclosed.
- Promptly updating existing records when new or additional personal information is provided.

Security of Personal Information

There are a number of security considerations undertaken by Affinity Wealth Plus to ensure personal information is protected at all stages of the information lifecycle. As per section 11.11 of the APPs, Affinity Wealth Plus must take reasonable steps to ensure clients personal information is not misused, interfered with, lost or accessed, modified or disclosed to unauthorised personal/parties.

Under no circumstances does Affinity Wealth Plus make client information accessible or visible to others outside the organisation. Confidential information is disclosed only to the client or other parties authorised by the client to receive such information.

All staff, and contractors working for Affinity Wealth Plus, sign a confidentiality declaration confirming that under no circumstances will they disclose client information to outside parties unless authorised to do so.

Computer systems are appropriately secured by a combination of physical and logical access controls so as to prevent outside access to client information. Backups of personal information are taken to ensure data losses from events, such as system failures or natural disasters, do not occur.

Personal information is destroyed or de-identified when it is no longer needed.

Access to Personal Information

Affinity Wealth Plus will allow clients access to their personal information, once we are satisfied that the request is being made by the individual concerned, or by another person who is authorised to make a request on their behalf.

Affinity Wealth Plus will respond to the clients request for information within a reasonable period after the request is made (as per AP 12.67). Requests for information, or information that is not currently in use, will not attract a fee, however collecting and providing clients with large amounts of information may attract a fee (as per APP 12.78). The manner of access may, for example, be by email, by phone, in person, hard copy, or an electronic record.

Affinity Wealth Plus may refuse a client access to personal information for reasons outlined under APP 12.33. These include:

- We reasonable believe that giving access would pose a serious threat to the life, health or safety or any individual, or to public health or public safety
- Giving access would have an unreasonable impact on the privacy of other individuals
- The request for access is frivolous or vexatious
- The information relates to existing or anticipated legal proceedings between us and the client, and would not be accessible by the process of discovery in those proceedings
- Giving access would be unlawful
- Denying access is required or authorised by or under an Australian law or a court/tribunal order
- We suspect that unlawful activity, or misconduct of a serious nature, that relates to the organisation's functions or activities has been, is being or may be engaged in and giving access would be likely to prejudice the taking of appropriate action in relation to the matter
- Giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body
- Giving access would reveal evaluative information generated within the organisation in connection with a commercially sensitive decision-making process

When a request for information is refused, the client will be sent a written notice outlining the reason for refusal, the complaint mechanisms available to the client and any other matters prescribed by regulations made under the Privacy Act.

Notifiable Data Breaches

A notifiable data breach occurs when personal information is disclosed that is likely to result in serious harm to any individual affected. Staff members and representatives who are aware of a breach that could be a notifiable data breach must contact the Compliance Manager with the details.

Complaints

APP 12 sets out minimum access requirements that must be met when Affinity Wealth Plus receives a request from a client for access to their personal information.

A client may complain under s36 to the Information Commissioner about the failure of Affinity Wealth Plus to comply with these minimum requirements. If a complaint is received, the existing Internal Dispute Resolution procedure is to be followed.

Contact Details

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